

# James Kay

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## SUMMARY

Cloud Architect with 20+ years in IT infrastructure and 7+ years in multi-cloud environments (GCP, AWS, Azure). Certified across all three platforms, with proven success leading enterprise cloud transformation, regulatory compliance, and governance. Bilingual (English/Japanese), experienced with C-level engagement. Currently expanding into AI/ML infrastructure to support scalable, future-ready architectures.

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## EXPERIENCE

### Senior Consultant

#### Infosys

January 2023 – Present, Tokyo, Japan

- Resolved 300+ GCP infrastructure cases for Google enterprise customers involving IAM, Load Balancer, VPC SC, GKE, and Workload Identity Federation.
- Delivered architecture recommendations on IAM Federation, VPC SC, and policy enforcement to enhance enterprise cloud security.
- Mentored junior engineers and introduced workflow optimizations that improved case resolution speed by 25%.
- Conducted RCA and developed remediation strategies for high-priority infrastructure incidents.
- Collaborated with Google engineering teams to reduce enterprise downtime and improve customer retention.

### Professional Development Sabbatical – Tokyo, JAPAN

#### none

July 2022 – December 2022, Tokyo, Japan

- Completed 1,000+ hours of hands-on training in GCP, AWS, Azure, and Python.
- Earned 7 Google Professional certifications, AWS Solutions Architect Associate, and Azure Fundamentals.
- Built labs and deployed end-to-end cloud solutions to deepen architecture and troubleshooting skills.

### TSS Manager

#### Jonesday (LawFirm)

November 2019 – June 2022, Tokyo, Japan

- Managed** IT infrastructure for a 200-user legal office, overseeing Azure-based backup and recovery with regulatory-compliant data protection.
- Led** Windows 20H2 migration across 180 endpoints using Azure AD and Intune, reducing system vulnerabilities by 30% within 4 months.
- Redesigned** VLAN segmentation and routing, resulting in a 25% boost in internal network speed and lower latency across inter-office file sharing.
- Implemented** VPN and RDP access for 100% of staff during COVID-19 lockdowns, enabling continued legal casework without delay or technical escalation.

### IT Site Manager

#### Hogan Lovells

September 2018 – October 2019, Tokyo, Japan

- Directed IT operations and infrastructure for 3 offices across Tokyo, Hong Kong, and Singapore, supporting over 400 staff including legal teams.
- Oversaw deployment of enterprise backup and collaboration tools, increasing endpoint compliance and data availability.
- Executed multiple office relocations with minimal downtime, enabling business continuity during aggressive regional scaling.
- Led infrastructure upgrades and coordinated the transition from on-prem to cloud systems, improving service reliability by 40%.

### Senior IT service Support Manager

#### UBER

June 2017 – August 2018, Tokyo, Japan

- Resolved** 1,200+ Level 2/3 support cases across Tokyo's commercial operations, maintaining a monthly CSAT score of **95%** for IT services.
- Directed** the full infrastructure transition from on-prem to GCP for 150+ staff, reducing service downtime incidents by **40%** within 6 months.
- Engineered** Wi-Fi mesh networking and VLAN segmentation for a high-density workspace supporting over 100 concurrent users with <5ms latency.
- Implemented** AirWatch MDM across 160 mobile and laptop endpoints, increasing endpoint compliance from **70% to 98%** and passing internal audit standards.
- Coordinated** two office relocations and led IT setup for both sites, completing migrations with **0 operational downtime** and minimal support tickets post-move.

### Regional IT Support Manager

#### Fortress Investments

May 2015 – May 2017, Tokyo, Japan

- Delivered Level 2/3 global IT support, managing complex cloud infrastructure issues in high-stakes real estate environments.
- Led a ¥30M office expansion project and deployed AWS S3 for scalable storage solutions.
- Implemented high-availability network infrastructure to reduce downtime and enhance resilience.

### Head of Infrastructure

#### Eastspring Investments

November 2012 – October 2014, Tokyo, Japan

- **Led** the full redesign and deployment of Tokyo's core data center, aligning infrastructure to APAC enterprise standards and achieving Japan FSA regulatory clearance.
- **Engineered** a multi-tier disaster recovery platform using encrypted offsite replication and automatic failover, reducing RTO by 75% (from 24 hours to under 6).
- **Implemented** end-to-end remote access security by deploying IPsec VPN, hardened firewall rules, and terminal services for 100+ employees.
- **Drove** global infrastructure alignment by rolling out standard configuration templates across Tokyo, Singapore, and Hong Kong, decreasing operational drift by 50%.

Earlier Experience Summary

- none**
- September 1996 – February 2011, Tokyo, Japan**
- **Directed** infrastructure initiatives for enterprise clients in finance, legal, and consulting sectors across Japan, U.S., and APAC, supporting 1,000+ users per site.
  - **Delivered** data centers, hybrid networks, and multi-site VPNs for British Telecom, McKinsey & Company, and HMV Japan, increasing system uptime by 60%.
  - **Managed** infrastructure rollouts and office builds across 10+ APAC locations, ensuring compliance with Japan FSA, GDPR, and ISO 27001 standards.
  - **Negotiated** vendor contracts and SLAs exceeding ¥500M, accelerating deployment timelines and cutting support escalations by 35%.
  - **Translated** enterprise requirements into scalable infrastructure plans, enabling stable cloud adoption across regulated global environments.
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Hard Skills

AWS • GCP • Azure • Terraform • Kubernetes • Docker • Python • Bash • VPC • IAM • Zero Trust • Firewalls • Azure DevOps • CI/CD • MySQL • Google Cloud Storage • AWS S3 • Azure Blob • Log Analytics • Git • ServiceNOW • Linux • Windows Server

Soft Skills

Cloud architecture strategy • Incident management • Root cause analysis • Executive communication • Cross-functional collaboration • Team leadership • Bilingual: English/Japanese • Regulatory compliance (FSA, ISO, GDPR)

VISA STATUS

– Visa: Spousal Visa (Married to Japanese National) – Authorized to work in Japan. Permanent Resident Application in Progress.

Certifications:

Google Cloud: PCA, Network, Security, DevOps, Database, ACE  
AWS: Solutions Architect – Associate, Cloud Practitioner  
Azure: AZ-900  
Other: ITIL 4, DUO Level 1, Cisco CCNA, CCDA, MCSA, MCSE

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