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| **Hoang V (Vinh) NGUYEN**  M.Sc. Physics, EMBA, CPA, CISA, CRISC, CTP, PMP, PMI-BA | M: +1 (203) 726-1711  [Nguyen\_H\_Vinh@yahoo.com](mailto:Nguyen_H_Vinh@yahoo.com) |

**Technology Manager Delivery Specialist Finance, Investments, Risks, Compliance, Analytics**

## Management and Leadership

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| * Technologist, certified accountant, project manager with 20-plus years of senior management experience in banking and insurance * Progressive career from analyst to senior appointment at Fortune 50: AIG, PWC, CIBC, SCOTIA, MANULIFE, EXXON * Proven success in SaaS implementation, process automation, risk, audit for Treasury, Finance, Capital Markets, Life & Retirement, Lending in USA, Canada, Europe, Asia-Pacific and Australia | * Track record in 90+ consulting projects and rescuing missions programs exceeding $50M, 5 concurrent streams, 120 FTE, 20 vendors for financial risk, SaaS back & front-office, digital value chain, financial data warehouse, PMO startup, regulatory compliance * 10+ professional designations including CPA, CTP, CISA, PMP with graduate degrees in physics, mathematics, data sciences |

## Achievement in Program-Project Management, Governance and Management Consulting

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| * Delivered $80M 3-year upgrade bankwide financial risk system for $2B reduced Regulatory Capital * Led 3-year Life initiatives in 15 APAC countries to realize 4 x $70M objectives to manage reserve and develop business * Incubated a $6M system integration in asset management | * Achieved OSFI certification to get Canadian banking license by designing and implementing SOX, COBIT, ITIL and ISO/IEC controls across 10 areas of IT General Control * Set up PMO for CIBC Financial Risk and AIG APAC * Successfully rescued 10 high-profile projects of over $10M |

## Achievement in Delivering SaaS, Data-Intensive, Automation and Analytics Applications

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| * Mentored migration of trade, bank, ledger data from 15+ legacy applications into SaaS platform for GAAP accounting, risk analytics and compliance monitoring * Consolidated 7 risk data areas for 5 asset classes into 20 key reports from internal datawarehouse and Sungard risk platform | * Built Investment Book of Record for a Pension Plan manager with investment-centric view of positions for 40 runs hedge-fund strategies (equity long-short, credit long-short, index arbitrage * Delivered bank’s internal repository of 200 SOX controls with assessments and testing evidences from 500 key processes |

## Achievement in Technology Risk & Control, Compliance and SOX Auditing

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| * Led the testing and collaboration with external auditor on the SOX auditing of IT General Control and Application Controls at AIG Finance, Investments and Corporate * Developed/deployed CIBC platform for automated SOX assessment & assertion of controls across 5 departments (operations, middle office, back office, finance, IT) | * Mentored the design, implementation of controls for 10 areas (IT governance, change, cyber security, etc.) to obtained OSFI certification for a Canadian bank * Tested and evaluated SOX IT controls for NYSE-listed AGNICO-EAGLE. SOX documentation include design, test plan/results, process flowcharts in finance and IT |

## Competency in Methodology-Architecture: Project Management, Business Analysis, Development, Data Management

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| * AGILE, SCRUM, PMBOK and gated PMLC methodologies from Scotia, CIBC, AIG, PwC, Sierra Systems * Project Management PMBOK, Business Analysis BABOK, Data Management DAMA- DMBOK * Sarbanes-Oxley Act SOX, COSO & COBIT framework, ITIL | * Business Analysis User Story, Workflow, Data Modeling, SIPOC, Process Map, VOP/VOC, Six Sigma DMAIC, UML, Go4 * Architecture 12-Factor AWS & AZURE Microservices design patterns, Zachman framework, Information Engineering * Outsourcing models, RFQ, RFP, SLA, OLA, service catalogues |

## Competency in Technology: Cloud Computing, Data-Intensive Applications, Microservices, Machine Learning

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| * Framework/Tools Django, SQLAlchemy, Luigi DAG pipeline * Library DASK parallel computing, PANDAS, NUMPY. SCIKIT-LEARN, TENSORFLOW, PYTORCH, ASP.NET * AWS (S3, EC2, EBS, VPC), SPARK (Core, SQL, Stream), MongoDB, ORACLE, SQL SERVER | * Language Python, R, Javascript, SQL, C++, Java, C * CI/CD pipeline GitHub, Jenkins, Travis CI, AZURE DevOps (TFS), Docker, Kubernetes * BLUEPRISM RPA, ERP SAP, CLEARWATER, SIMCORP, SUNGARD, ALGORITHMICS, JD EDWARDS, * Project, Excel, Visio, PowerBI, Tableau, ACL, Cognos |

## Professional Qualifications

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| * Bayesian Statistics (Harvard Ext. Graduate) * Advanced Python Data Sciences (Harvard Ext. Graduate) * Executive MBA (Kellogg-HKUST) * MSc Master of Social Research, Macquarie Australia * MSc Statistical Physics (NTH Norway) | * Chartered Professional Accountant (CPA) * Certified Treasury Professional (CTP) * Certified Information Systems Auditor (CISA) * Project Management Professional (PMP), Agile Certified Practitioner (PMI-ACP), Prof. Business Analyst (PMI-PBA) |

## SELECTED PROFESSIONAL EXPERIENCE

**MANAGER FINANCIAL CONTROL | AIG** Wilton USA **Sep 2015 – Present**

* Partnered with business/IT in major financial/investments programs from business case development to execution and internal control design: migration to CLEARWATER investment accounting/risk reporting, SAP-HANA EP, ARIBA, FIELDGLASS, Robotic Process Automation (RPA), APPIAN Treasury Workflow, CI/CD AZURE DEVOPS
* Completed a machine learning proof-of-concept for change management, using Microsoft LUIS to learn from evidences of testing, approval and promotion (TFS JSON objects, Emails) to accurately determine compliance on 100% of population
* Developed capabilities for 100% internal reliance in the SOX/MAR documentation and testing of 20+ controls and 50 test plans across 150 applications in Finance, Actuarial, Risk, Treasury – with close relationship to external auditor

**SENIOR CONSULTANT BANKING STRATEGY | EVOQ | LITCOM** Toronto Canada **Apr 2014 – Apr 2015**

* Led 3 EVOQ senior business analysts to mentor National Commercial Bank of Jamaica (NCB)’s 6 business units (Product Development, Business & Channel Analysis, Fraud Manager, Operations, IT and Finance) in translating McKinsey’s Merchant Acquiring and Business Cards strategy for NCB into an actionable 5-year IT and products roadmap
* Head Continental Bank of Canada (CBOC) through a 6-month OSFI certification process to obtain the banking license: comprehensively assessed CBOC internal controls using COBIT, PCI-DSS, ITIL, ISO 27001/27002 and SANS; executed 7 compliance initiatives to target IT governance; vendor management, data governance cyber and information security

**DELIVERY MANAGER | SCOTIA BANK PMO** Toronto Canada **Oct 2013 – Apr 2014**

* Retail Loan Platform (RLP): Implemented 12 requests of change in credit origination and shared insurance platform, which required 3 months extension of QAT, involving 3 key lines of business (unsecured retail lending, insurance, finance) and 15 IT team leads (retail loan, insurance, sales, risk, etc.)
* Core Deposits & Payments Non-face-to-Face (NFF): Head 40 team leads from business (Process optimization, retail deposit, call Center, fulfillment/central accounting, data warehouse) and IT/QA&T (Scotia On-line, call Center, AS400, Host mainframe) to redesign the online deposit, customer Non face to Face (NFF) and call center processes

## MANAGER SOX CONSULTANT | CONTROL SOLUTIONS Toronto Canada May 2013 – Oct 2013

* Documented and tested AGNICO-EAGLES Finance 80-plus SOX controls for ITGC (Governance, WAN/LAN, virtualization, firewall, Active Directory, database, middleware, security monitoring, application, help desk, change management) plus financial reporting controls in JD Edwards G/L, A/P and A/R, fixed assets, procurement, HR payroll

## MANAGER TREASURY & SECURITIES ACCOUNTING | HOOPP Toronto Canada Nov 2010 – Jan 2013

* Led $15M program to support HOOPP Lean/Six Sigma initiatives with 7 concurrent project streams in accounting, equity, private equity and credit products: financial accounting BI and data warehouse; fair value adjustment for swaps (equity, credit default and interest rate), equity basket options; corporate actions workflow for accurate dividends and splits
* Directed 5 project managers and 10 developers using AGILE to implement the user stories for 300 initiatives to transform back office processes; successfully negotiated and prioritized the resulting product backlog then delivered a 20,000 man-hour work stream to integrate the technology with portfolio management, securities trading and risk management

## SENIOR MANAGER PMO BASEL | CIBC Toronto Canada Jun 2009 – Oct 2010

* Led 6 work streams (market risk, trading credit risk, operational risk, analytics, data and technology) through 3 phases of the Risk Strategic Initiatives: POC, vendor selection and negotiation. Documented use cases for 50 groups of workflow, consolidated 500 groups of requirements complete with calculation models, data dictionary and business rules
* Developed the work packages and resource costs to lead vendors and IT through the “order-of-magnitude” exercise to analyze the benefits/cost of customization & operation. Negotiated technology capital and non-capital spending to develop the project’s $80M budget. Coordinated 3 rounds of Management review before securing Board’s approval for the funding

## SENIOR CONSULTANT FINANCIAL TECHNOLOGY | SIERRA SYSTEMS Toronto Canada Jan 2007 – Jun 2009

* At CIBC Mellon, led 5 ERP/BI specialists to confirm the solution requirement for 5 business streams (Finance, Treasury, Operations, HR/Payroll, Management). Created enterprise architecture, process flows and capability matrices for SOX reporting. Drafted RFP then led the evaluation of proposals from 7 vendors for ERP, data warehouse and BI solutions
* At MANULIFE Derivatives Accounting, led 2 analyst/developer to develop the GAAP "Other Than Temporary Impaired" (OTTI) application to report from mainframe fair value, amortized cost, and unrealized gains/losses with disclosure on the nature of impairments for various fixed-income securities including government issues and private placements

## SENIOR MANAGER PMO CONTROL DIVISION | CIBC Toronto Canada Jan 2005 – Dec 2006

* Led the “Train the Trainer” and UAT for 4 control streams: financial reporting, operation control, legislative and general entity compliance. Managed the conversion of 4,000 SOX business/IT controls into OpenText Internal Control Repository
* Developed the “Internal Control Repository Tactical Solution” – a SQL Server-based application to store the assessment (test, deficiencies tracking, remediation) and assertion (exceptions, sign-off) of SOX controls from 200 business unit

## GLOBAL EXPERIENCE

**SENIOR CONSULTANT FINANCIAL TECHNOLOGY | XEG LIMITED** Sydney Australia **Oct 2000 – Dec 2004**

* Applied the PMLC methodology to successfully lead 10 analysts and developers to construct in 1 year a comprehensive Australian-based online reporting facility in industrial health and safety for a group of 10 industrials. This enabled these *unionized* manufacturers to implement their exporting strategy, achieving a 20% increase in income of $7.8M in 2 years

## A. VICE-PRESIDENT APAC PMO | AMERICAN INT. ASSURANCE (AIG) Hong Kong Sep 1996 – Apr 2000

* Mentored 120 professionals from 5 countries to successfully launch AIG SUNAMERICA online wealth and brokerage, PHILAMLIFE credit card platform; APAC Customer Care (Call center & CRM, client/product BI); regional SIX SIGMA, re-engineering, workflow automation, and migration of mainframe-based insurance price engine to client-server
* Launched a platform for endowment, group pension in 40 cities in India and Vietnam; set up AS400 data centers in Chennai and Hanoi; directed TCS Chennai and AIDC Guangzhou to customize the Life applications for the new markets
* Set up the regional IT Program Management Office PMO to analyze, select, supervise and report a portfolio of $100M of 100 initiatives in 15 countries. Institutionalized gated PMLC and SDLC, project intake, governance and risk management.

## MANAGER DATA DATABASE TREASURY & FINANCE | AIDC Sydney Australia Oct 1993 – Aug 1996

* Implemented a multi-dimensional analytics system financial risk for debt & equity with capability to analyze syndication strategy and credit origination; decommissioned the WANG system for treasury and corporate lending in 2 years

## MANAGER MANAGEMENT CONSULTANT | PWC-PRICE WATERHOUSE Sydney Australia Oct 1990 – Sep 1993

* Designed then implemented a budgeting and roster application for 5,000 unionized staff at 56 branches and 84 service outlets. Configured PEOPLESOFT for HR/Payroll/AR/AP and GL for 15,000 individual accounts statewide
* For WESTPAC delivered a client-server based deal capture and position keeping for money market, currencies and derivatives. Led 5 traders, 20 testers and 7 vendors to UAT of key processes of pricing, trading, settlement and GL posting

## TEAM LEADER SYSTEM DEVELOPMENT | NORSK DATA A/S Oslo Norway Oct 1986 – Sep 1990

* Led 5 developers to build a library for graphical ad booking and launch Scandinavia’s first commercial ad booking system

## ANALYST EXPLORATION DEVELOPMENT | ESSO NORGE (EXXON) Stavanger Norway Sep 1984 – Sep 1986

* Managed database of the North Sea projects financials and the Monte Carlo models of yield volatility of pipelined gas

CPA, CMA Chartered Professional Accountant. The Institute of Chartered Accountants of Ontario

PMI-ACP PMI Agile Certified Practitioner, Project Management Institute

**Technology Strategic Planning**• Develop an organization’s IT strategy aligned with its business strategy • Identify technology requirements for an organization • Define strategies and prioritize options for mitigating risk to employees, systems, and technology, and keep up with emerging technology  
2) **Information Systems Management**• Establish and maintain information technology policies that support business goals and objectives • Develop risk management processes • Ensure that services provided by other enterprises, including outsourced providers, are consistent with established information technology policies  
3) **IT Architecture**• Evaluate needs and select appropriate infrastructure • Examine an organization's adherence to and use of accepted protocols, standards and enabling technologies as part of its communications, connectivity, applications integration and application deployment • Develop business rules and procedures for IT architecture to ensure compliance with an organization's IT policies  
4) **Business Process Enablement**• Document an organization’s business processes • Identify key business processes and the technological barriers or enablers of these processes • Evaluate the impact of technology and business trends on key business processes • Reengineer key business processes  
5) **Systems Security, Reliability, Audit and Control**• Develop procedures and policies to ensure that business processes are designed to minimize security risk • Develop and maintain disaster recovery and contingency plans • Participate in internal audits of systems (e.g., data controls) • Ensure that services provided by outsourced providers are consistent with the organization's security policies • Develop or monitor redundancy and backup strategy  
6) **System Development, Acquisition and Project Management**• Identify high-level business requirements • Integrate security requirements into system development and acquisition activities • Perform needs analyses  
7) **IT Governance and Regulation**• Obtain senior management commitment and support for IT throughout the organization • Identify current and potential legal and regulatory issues affecting IT, and assess their impact on the enterprise • Establish and maintain information technology policies that support business goals and objective

**API Product Owner**

Marry existing business capabilities and strategic goals to identify and design RESTful APIs that allow internal and external developers to seamlessly interact with AIG Group Retirements services.

Work cross-functionally within AIG to build a cohesive roadmap to realize ambitious goals and strategic priorities around enabling our API first approach.

Take ownership of the API landscape and define a roadmap for future capability that considers both the existing technology landscape as well as the future direction.

Gauge progress against defined performance measures both monthly and quarterly to assure alignment while identifying any needed changes affecting the channel, business or product strategy.

Leverage your own experience as well as market insights and evolving best practice patterns and practices to ensure the APIs are business-oriented, embed robust security and are easy to use and understand.

Develop and lead a light, but appropriate, governance model that ensures consistency with the roadmap, enabling a broad set of teams to continue to grow and change the APIs as the business and industry changes.

Passion for the naming of things and are adept at leveraging domain appropriate language to define programming interfaces.

Proactively engage with implementation teams to encourage and promote use of existing models, methods, services and other artifacts and capabilities resulting in increased speed of technology solution delivery, making such delivery more predictable and increasing the overall re-use of technology components.

Experience defining and leading the delivery of an API portfolio that is consumable by both internal and external parties. (Experience with a leading financial services organization is a plus).

Experience leveraging third-party technologies that support an API architecture.

Experience in a leadership role during a business transformation that heavily leveraged technology.

Experience with API management and operations using CI/CD pipeline with tools such as Swagger, GitHub, Maven, Jenkins, JMeter, SonarQube, CloudFoundry, Kubernetes etc.

Experience with microservices design patterns and 12 factor application methodology.

Experience with public cloud providers.

Strong knowledge of and experience in financial services, including marketing, products and current industry trends

Hands on experience with agile, including being able to coach and mentor team members

Understanding of user centric design in business, marketing, IT or equivalent preferred

Demonstrated ability to drive results

Strong/expert background in analytics with demonstrated ability to synthesize data from multiple sources into meaningful conclusions and actionable strategic plans that support business objectives

Ability to understand and communicate technical requirements and design across, engineering, design and QA

Clear understanding of digital technology and consumer trends

Expert knowledge of the defined contribution retirement market, including marketing, products and current industry trends

Excellent written and verbal communication skills, including strong presentation skills that

can explain technical concepts for non-technical audiences

**Program Manager**

Enforce compliance of schema and business rules quality across the catalog

Research schema standards, create best practices guidelines and provide necessary training to execute

Manage the intake, intake, and prioritization of requests for metadata and business rules and coordinate implementation by multiple develop/support/operations teams

Perform audits of catalog schema and business rules on a regular schedule to ensure adherence to defined parameters

Analyze and fix inconsistencies of existing metadata and business rules

Manage the “How To” guidelines and policies that need to be adhered to in order to ensure the business and support organization are managing catalog configurations correctly

Partner with stakeholders across the company to understand their catalog configuration needs and use cases and help align their needs with solutions and oversee governance of the data modeling and catalog business rule customizations

Drive programs and process improvements using metrics, generate progress reports and conduct ad-hoc quantitative and qualitative analysis as needed

Effectively manage complex cross functional projects, dependencies and bottlenecks, provide escalations management, anticipate and make trade-offs, balance the business need versus technical constraints and minimize business benefit while building

great customer experience

Use problem solving and analytical skills to solve business problems and drive process improvements

Gather and analyze large amounts of data and deliver continuous business improvements

Serve as a bridge between business need and technical implementation

5+ years of relevant work experience in program and/or product management with product data governance or data management

Bachelor’s degree required or equivalent work experience

Effectively manage cross functional projects, dependencies and bottlenecks, provide escalations management, anticipate and make tradeoffs, balance the business need versus technical constraints and minimize business benefit while building great customer experience

Experience using problem solving and analytical skills to solve business problems and drive process improvements

Experience gathering and analyzing large amounts of data and delivering continuous business improvements

Serve as a bridge between business need and technicalimplementation

Written and verbal communication skills. Ability to work effectively with tight deadlines in a fast-paced environment

Proven ability to manage multiple, competing priorities simultaneously

An ability to effectively develop key processes and procedures that facilitate efficient

Demonstrated ability to understand and discuss technical concepts

Experience communicating with technical and non-technical stakeholders across multiple business units

The ability to align efforts of disparate groups to achieve a common goal

Experience with agile or other program management methodologies

Tenacity, diplomacy, and a sense of humor

Experience working with remote teams

Experience working with engineering or software development teams

Track record of being detail oriented with a demonstrated ability to self–motivate and follow through on projects

PMP or similar certification

Belief in the value of participating in, and contributing to a collaborative team environment

Demonstrated ability to anticipate and manage change in a highly dynamic environment

Demonstrated ability to work in ambiguous situations and across organizational boundaries

**Manager Financial Services Compliance**

• Participate in business case development, project goal creation and analysis, and in the creation of execution plans for achievement • Manage project scope, schedule, and resources • Create strategic development plans for identified opportunities and ensure these plans are in line with the AWS strategic direction • Execute tactical development plans while working closely with internal stakeholders including compliance specialists, security assurance, public policy, business development managers, sales teams, solution architects, professional services and support teams, legal and contract teams, and the AWS service teams • Identify and manage risks, resolve issues, and escalate where appropriate to drive projects to successful completion • Understand the unique technical and regulatory requirements of financial services customers and work closely with the internal development teams to guide the direction of our product offerings for our largest and most complex customers • Develop industry leading compliance related, customer-facing resources based on projected customer needs and current demand. • **7-10 years Project Management / Engagement Management consulting experience managing enterprise level Compliance, Risk, Governance or IT projects in the financial services industry** • Demonstrates ability to plan, organize and manage all phases of a project lifecycle to ensure successful delivery. This includes developing and managing project governance plans, project schedules, team goals and success criteria, and project milestones. Also includes ownership and responsibility to manage issues, risks, decisions and the overall success of a project. • **An understanding of the Financial Services compliance landscape and the systems that customers use**. • A team player who effectively integrates, motivates and builds relationships with cross-functional team members, sponsors, key stakeholders, executives, and other individuals or organizations involved with or affected by the project. • Demonstrates the ability to understand the operating styles of others as well as team relationships, team dynamics, and adjusts behavior accordingly to succeed. Recognizes environmental or cultural nuances and adapts. • Ability to challenge, recommend and redirect teams as necessary for successful program and project delivery. • Actively looks for ways to improve process efficiencies and effectiveness. • Takes proactive steps to ensure teams meet or exceed expectations. • Ability to demonstrate experience to successfully manage two or more concurrent projects. • Experience leveraging formal project management methodologies • Possesses a deep knowledge of project management best practices and how to apply them in an effective yet pragmatic way across complex projects. • A history of increasing leadership responsibility and career growth in project management. • Outstanding written and verbal communication skills with team members and audiences of all levels. Plans and oversees the preparation and dissemination of project communications. • Competency in Microsoft Office suite and project management toolsets.

**Software Engineer Strategy**

Have a solid background in software development and engineering

Have a demonstrated track record in managing project deliveries to demanding timelines.

Experience with the software development management applications (e.g., Altasian suite, Jira esp., or like systems) a plus

Be able to help the Tech Lead maintain and develop the computational and network environment supporting the Public Equities Strategies Group, and be familiar with both Windows and Unix (Linux, Ubuntu, …), enterprise LANs or AWS

7-10 years commercial development experience, 4+ years in a bank, asset management or financial software (e.g., Bloomberg) environment

Deep expertise in Python and relevant packages (Pandas, SciPy, NumPy, etc.)

Some proficiency with web-based technologies (http, rest, html, JavaScript) needed

Fluency with SQL and database design

Proficiency with Java, C#, Matlab, R, Spark, or Tensorflow, etc. a plus

High academic achievement including concentrated coursework in both computer science/software engineering and a quantitative field (engineering, mathematics, statistics or hard science

**Software Development**

•Provide technical leadership and guidance to other software engineers

•Ensure adherence to cross functional strategic direction

•Accountable for large cross functional technical deliverables

•Analysis and Design of Application Interfaces & Integrations

•Analysis and Design of New Web and Mobile Applications & Refactoring existing code

•Development of Specified Designs & Delivery of Integrated Unit Testing

•Maturing a DevOps methodology & continuous focus on improvement

•Maturing of Design and Development practices (TDD, CI/CD etc.)

•Technical project leadership, focus on practical & effective Design & Development

•Training and Mentoring with Teammates continually looking to grow and mature the team

•Maturing the software engineering practice through creation and adoption of the latest best practices and standards

•Knowledge of various SDLC methodologies Agile, Iterative, Waterfall

**Data Manager**

* Assists in the design, testing, implementation, maintenance and control of the enterprise Big Data databases (aka Cornerstone) across the ecosystem
* Working with members across multiple System of Records, Business Unit Data Ingestion teams, and Organized Derived layer data stewards and custodians.
* Cornerstone (CS) Database is the Enterprise Data platform designed to facilitate production applications, advance analytics and democratization of enterprise level data to users through self-services tools and utilities.
* A Central Data management team defines standards, reviews artifacts and certifies data feed setup ensuring Data Ingestion(DI) and Organized Derived Layer(ODL) teams adheres to platform standards and governance needs for meta data, data partitioning, data schema, data lineage, data quality and provides comprehensive data support functions to ensure usability of data for driving innovation and growth across the platform.
* This position will play a key role under Cornerstone central data management team and will be responsible to define, create and manage processes and frameworks to drive data management strategy leveraging automation (Machine Learning and AI based) solutions for systematic, monitoring and review for driving governance with transparency for all data movements across Cornerstone eco-systems.
* The person in this role, will be responsible for defining standards and drive automation for systematic review in area such as meta data quality measurement, data lineage,
* Drive ownership of end to end data management process and ensure the database standards are set and met in the Cornerstone Database at time data ingestion, consumption in both Batch/Real time environments
* Collaborating with CS Capabilities teams , Infrastructure and Business team(s) to implement effective data management strategies and optimize platform performance
* Identifying opportunities to enhance process efficiency through increased standardization , automation and top class customer servicing
* Performing analysis of data and key CS Process evaluation for performance uplift , operation excellence and implementing effective risk mitigation controls
* Support strategic projects to implement efficiencies and drive economies of scale
* Provide visibility and develop analytical tools to support data governance initiatives across the ecosystem
* 5+ Years of experience in Big Data strategy, and enterprise data management
* Exposure to Programming Knowledge (e.g. Hive, SQL, Unix, SaS etc.)
* Willingness to learn New Tools & Programming Languages.
* Good Understanding of payments industry & data management will be a plus.
* Degree in Engineering, Math, Statistics, Economics or similar quantitative field and/or relevant experience preferred
* Strong knowledge of Big data enterprise architecture & integration with data mining/analytical tools preferred.
* Knowledge of Hadoop, HDFS, HIVE, Spark, SQL
* Ability **to incorporate Machine Learning /AI frameworks** for driving system automation

**Data Engineer**

Implement Database Development best practices and standards.

Own data pipelines, features and data assets from the development phase through to production deployment.

Make database/data warehouse design choices, including hardware, relational database management systems, ETL.

Architect and build distributed, scalable, and reliable data pipelines that ingest and process

data at scale and velocity.

Experience in hands-on SQL role (be able to work with structured data at all stages of data management lifecycle).

Strong data warehouse analysis and design experience with full knowledge of data warehouses methodologies and data modeling.

Experience in working with schema-free data.

Advanced SQL, RDBMS knowledge (e.g. SQL Server, Oracle, DB2, DynamoDB, Postgres, RedShift).

Solid ability to program in Python.

Prior experience with scripting languages such as Perl or shell scripts is a plus.

Familiar with Big Data ecosystem (e.g. Hadoop, Spark, Hive) is a plus.

Experience with cloud services (specifically in AWS): EC2, S3, VPC, ELB, RDS, Glue, etc.

Experience in deploying applications on to their respective environments using Elastic Beanstalk.

Experience with event-driven and scheduled AWS Lambda functions to trigger various AWS resources.

Experience working with Glue.

Experience building REST APIs.

Experience with data streaming and micro-batching.

Solid understanding of algorithms and data structures.

Experience in feature engineering for Machine Learning applications.

Familiar with Open Source/ commercial database management tools.

Familiarity with Continuous Deployment pipelines and configuration (e.g. Jenkins, Chef, Docker,Puppet,SaltStack,Ansible).

Ability to handle complex semi-structured data (XML/HTML) is a big plus.

Exposure to Netezza, Exadata ecosystem.

Experience with some types of NoSQL database.

Broad understanding of either General or Life Insurance Market/ Products data/business domains.

Broad understanding of Financial Services/Capital Markets/Asset Management .

Basic statistical computing background.

Knowledge of SOA, Graph Database, CI/CD Pipeline, monitoring & alert would be a plus point.

**Data Developer**

Build data repository to manage asset and vulnerability inventories.

Build data-analytic solutions leveraging technologies including Hadoop, Tableau/Qlikview, SQL Server, or Python.

Develop automation/API capabilities directly with security scan tools to improve ingestion speed securely.

Improve the data quality of asset inventories though data enrichment processes.

Implementing data rules and methodologies to ensure accurate, consistent, and repeatable vulnerability management reporting.

Build data repository to manage asset and vulnerability inventories;

Build data-analytic solutions leveraging technologies including Hadoop, Tableau/Qlikview, SQL Server, or Python.

Develop automation/API capabilities directly with security scan tools to improve ingestion speed securely.

Improving the data quality of asset inventories though data enrichment processes.

Implement data rules and methodologies to ensure accurate, consistent, and repeatable vulnerability management reporting

Ability to lead a Security Analytics and Reporting team leveraging an Agile methodology

Ability to concentrate on a wide range of loosely defined complex situations, which require application of creativity and originality, where guidance and counsel may be unavailable

Ability to manage multiple priorities given aggressive timelines; comfortable performing in a fast paced, dynamic and ambiguous business environment

Experience with data-analytic solutions leveraging technologies including Hadoop, Tableau/Qlikview, SQL Server, or Python

**Technical Lead – Data Analytics**

Bachelor's Degree in Computer Science, Finance, Engineering, Math, Physics, Economics and other related technical disciplines.

Experience in waterfall and Agile methodologies.

Experience with the full development life cycle of an application stack - from architecture through test and deployment.

Ability to handle multiple priorities and adapt to a constantly changing environment.

Self-starter with the ability to work independently and take initiative.Ability to translate ideas and business requirements into business & feasible technical solutions.

Strong skills in SQL and proven experience working with Hadoop distributions.

Deep understanding of database and analytical technologies in the industry including MPP databases, noSQL storage, Data Warehouse design, BI reporting and Dashboard development.

Experience of Data modeling, ETL/ELT / Talend Enterprise Big Data Tools

Experience of Big Data toolsets – Hadoop, Yarn MapReduce, Spark, Sqoop

Experience with key reporting solutions including Cognos, Qlikview and/or other industry leading reporting solutions.

Strong analytical skills; ability to analyze raw data, draw conclusions, and develop actionable recommendations.

**Technical Skills**

MVC.Net, Java, JavaScript, REST, APIs, Docker, CI/CD, Big Data, Jenkins 2.0, Jira, GitHub,

## Specialist in Governance, Risk & Control of Financial Processes, Applications & Technology

## Specialist in Governance, Risk & Control, Compliance of Financial Processes, Applications & Technology

## Full-Stack Compliance Analytics, Finance, Investments, Strategy and Technology Projects

## Full-Stack Technologist Investments, Finance, Compliance, Analytics, Project Management

## Technology Project Specialist in Finance, Investments, Analytics, Compliance, Risk & Control

## Management and Leadership

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| * 20-plus years of experience in IT risk management, control design, implementation, monitoring and maintenance * Focus on compliance of intelligent automation in business process management (BPM), robotic process automation (RPA), and artificial intelligence (AI) | * Consulting success in business process, IT risk and operations for Treasury, Finance, Capital Markets and Regulatory Compliance at CIBC, Manulife, CIBC Mellon, AIDC * Progressive career from business analysis to program/project management and senior management appointment at Fortune 500 including AIG, Price Waterhouse, CIBC, SCOTIA |

## SOX Auditing, IT Risk and Control

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| * Led the testing and collaboration with external auditor on the SOX auditing of IT General Control and Application Controls at AIG Finance, Investments and Corporate * Designed and developed CIBC platform for automated SOX assessment and assertion of controls for processes across 5 departments (operations, middle office, back office, finance, IT) | * Obtained OSFI certification for a local bank by mentoring the design, implementation of controls for 10 areas (IT governance, change, cyber security, etc.) * Tested and evaluated SOX IT controls for NYSE-listed AGNICO-EAGLE. SOX documentation include design, test plan/results, process flowcharts in finance and IT |

## Financial Technology Analysis, Deployment and Management

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| * Delivered 7 concurrent project streams in accounting, equity, private equity and credit products for Treasury and Finance at North America’s largest private pension fund * Consolidated 500 high-level groups of BASEL requirements for 6 work streams (market risk, trading credit risk, operational risk, analytics, data and technology) for a major bank leading to the decommissioning of 80% of its legacy risk systems * Documented and reviewed 10 groups of revenues generating processes (forex, net interest income, securities lending, custody and trust) and treasury’s Payments & Bank Communications, Cash & Liquidity, Investments and Financial Risk at a major asset manager for SOX and ERP solution selection | * Consolidated 7 risk data areas encompassing market/ credit/ operational risk’s 400 groups of risk reports, resulting in 20 conceptual Data Models and 20 data feed groups from 35 source systems covering 5 asset classes (Commodity, Credit Spread, Equity, Foreign Exchange, Interest Rate) * Converted McKinsey’s payment strategy into detailed roadmap for Jamaica’s national bank to comply with EMV, launch co- branding programs and re-segment 7 families of card * Spearheaded Asia Pacific leading insurer’s IT in a 3-year lean/Six Sigma initiatives in Life insurance to integrate processes for reserve management, pricing, investment, claims, agency, business development, call center and CRM |

## Project Management Competency

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| * Expert with PMBOK and gated PMLC methodologies from Scotia, CIBC, AIG and PwC * Extensive knowledge of Requirements Management Life Cycle, BABOK and DMBOK (DAMA) | * Expertise in Outsourcing Model and vendor policies and procedures (P&Ps), RFQ, RFP, SLA, OLA, service catalogues, * Experiences with Business Analysis tools (user story, workflow, use case, data modeling, SIPOC, process map, VOP/VOC) |

## Development and Technology Competency

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| * Analytics: power user of R, Python, Access**,** Project, Excel, Word, Visio * Expert in SQL, ETL, data architecture, data warehouse, analytics (ACL, Tableau, PowerBI, Cognos) * Expert in evaluating, planning and deploying ERP Treasury, GL, HR, AR, AP (Peoplesoft, J.D.Edwards, SAP, SIMCORP) * Expert in SDLC including technology governance, security threat risk assessment, operational gating, architecture, testing | * Experiences with developing web/ mobile applications using HTML5, CSS3, JavaScript, Jquery, ASP.NET MVC, Web services (REST, SOAP) * Experiences with Application Lifecycle Management (ALM) using SharePoint, Team Foundation, Visual Studio * Experiences with cloud and infrastructure (server, database, middleware, LAN/WAN) from LAMP, WAMP, AWS, AZURE, GOOGLE, IBM, Oracle |

## Professional Qualifications

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| * Executive MBA (Kellogg-HKUST) * Master of Science in Statistical Physics (NTH Norway) * Chartered Professional Accountant (CPA) * Certified Treasury Professional (CTP) | * Certified Information Systems Auditor (CISA) * Certified in Risk and Information Systems Control (CRISC) * Certified Project Management Professional (PMP) * PMI Agile Certified Practitioner (PMI-ACP) |

## Actively Pursuing Qualifications

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| * Data Science Graduate Certifications (Harvard) * DEVOPS (Microsoft, EDX) * BLOCKCHAIN (IBM, EDX) | * Big Data (COURSERA, EDX) * Cloud Computing (COURSERA, EDX) |

**Program- Project Manager/ Governance Consultant/ Management Consultant**

**Management and Leadership**

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| * 20-plus years of excellence in delivering and consulting on enterprise-wide initiatives: new markets entry, PMO start-up, IT governance, system integration, migration and replacement * Managed 78 consulting projects and rescuing missions in Capital Markets, Financial Risk, Finance, Treasury, Collateral Managent, Deposits, Payments, Merchant Acquiring & Cards, Lending, Wealth, Life, Property & Casualty and public services | * Track record in managing/ reporting scope, risk, time, cost, resources and quality in portfolios/programs exceeding $50M, 10 concurrent projects and teams of 120 FTE’s/ 20 vendors * Worked with C-level executives and Board of Directors; built consensus with senior leaders, management and staff; expert in team motivation, mobilization and building complex relationships among business lines, internal staff and vendors |

**Program/ Project Management, Governance and Management Consulting**

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| * Delivered $80M 3-year upgrade risk system for $2B reduced Regulatory Capital; $6M 2-year financial system integration for 1,300 employees; IT deployment for 120% APAC expansion * Converted Accenture’s strategy into a 5-year corporate plan for 9 initiatives supporting 4 x $70M objectives then delivered projects and benefits across 15 APAC countries * Led a 7-month requirements project to convert McKinsey’s payment strategy into detailed roadmap for Jamaica’s leading bank (EMV compliance, co-branding programs with retailers and families of card re-segmentation) * Spearheaded IT in a 3-year business process improvement and Six Sigma initiatives in Life and Property & Casualty; integrated processes for reserve management, pricing, investment, claims, agency, business development, call centre and CRM | * Achieved OSFI certification to get banking license by designing and implementing SOX, COBIT, ITIL and ISO/IEC controls across 10 areas of IT governance, portfolio/ change/ vendor/ configuration/ operations management, information security, * Consolidated 7 risk data areas, 400 requirement groups for 20 key risk reports, resulting in 20 conceptual Data Models and 20 ETL/data feeds groups for BI / data warehouse across 5 business units/ 7 stakeholders * Designed/ developed SOX-compliant processes for 5 divisions (operations, middle office, back office, finance, IT) with over 200 members/ staff and over 4,000–related SOX controls * Developed e-services strategy for a group of 10 Australian unionized industrials to augment their combined export of $50M to 20 countries in Asia and Middle East |

**Business/ Technology Skills and Knowledge**

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| * Excellence in requirements delivery for extensive business process change for regulatory compliances, new financial reporting platforms, legacy decommissioning, new services, infrastructure upgrades and deployments * Success in PMO start-up and mentoring project managers to raise the IT capability maturity level within 1 year * Expert with PMBOK and gated PMLC methodologies from Scotia, CIBC, AIG and PwC * Extensive knowledge of Requirements Management Life Cycle, BABOK and DMBOK; BPM, SOA, BA tools (workflow, user story, use case, data modeling), Six Sigma (SIPOC, process map, VOP/VOC) and artifacts (business case, business analysis plan, stakeholder matrix, solution assessment, transition requirements, budget (CAPEX, expenses & expected benefits) * Success in vendor selection/ contract negotiation/ management for COTS implementation and application development; expertise in RFQ, RFP, SLA, OLA, TLA, service catalogues, Outsourcing Model, vendor policies and procedures * 15-plus years as power user of MS Project, Excel, Word, PowerPoint, Visio | * Evaluated, designed and implemented IT and project controls based on Sarbanes-Oxley Act (SOX), COSO, CobiT, ValIT, CMM, RiskIT, ISO 27001/27002, ISO 22301:2012 (BCP), SANS as well as IFRS, GAAP, BASEL * Expert in evaluating, planning and deploying best-of-breed back office: SIMCORP; ERP J.D.Edwards GL, HR, AR, AP, Treasury; Portfolio, Program and Project (PPM): CA Clarity, PLANVIEW, PRIMAVERA * Expert in SDLC including technology architecture, governance, security threat risk assessment, operational gating plus Application Lifecycle Management (ALM) using SharePoint, Team Foundation, Visual Studio * Experienced with developing web/ mobile applications and digital channels using HTML5, CSS3, JavaScript, Jquery, API, ASP.NET MVC, REST, SOAP; data applications, BI, ETL, data warehouse, ), SAS, Cognos, Datastage, Informatica, data analytics: SQL, XML, OLAP Cube, BISM, HDInsight, Microsoft BI (SSIS, SSRS, SSAS; compliance requirements for cloud and infrastructure (server, database, middleware, network) from Microsoft, LAMP, IBM, Oracle |

**Professional Qualifications**

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| * Executive MBA (Kellogg-HKUST) * Chartered Professional Accountant (CPA CMA) * Certified Project Management Professional (PMP) * PMI Agile Certified Practitioner (PMI-ACP) * PMI Professional in Business Analysis (PMI-PBA) | * Master of Science in Physics (NTH Norway) * IT Services Management Certificates (ITIL) * Certified Information Systems Auditor (CISA) * Certified in Risk and Information Systems Control (CRISC) * Certified Treasury Professional (CTP) |