Shinya Nakayama

September 2019 to Present

MetLife Insurance K.K.

Overview of Role

"Assistant Manager of Network Engineering & Ops"

Assist in managing the network operation team for the data transportation for datacenter, branch, campus, b2b, and cross region connectivity throughout the enterprise network.

Role Description

- Consults closely with client planning management to identify specific complex business requirements and the processes (e.g. software, hardware, technologies, tools, etc)
- Reviews detailed network design specifications and operational requirements
- Oversees complex network designs and operational projects
- Assists in all levels of supervision in the absence of the network manager
- Act as a project manager for minor projects
- Develops talent to enhance the team's effectiveness

Key Achievements

- **Research for the connectivity slowness complaint from the branch users**
  Recent voice of the users in the branch with regard to tangible tendency that the network is slow reported by business. Myself took the lead and brought up the initiative to perform the onsite survey along with the PC team to dive deeper more than the network team has ever done. This approach revealed that the possible factor making a slowness are with the cloud-based application and the client hardware on top of the network status. Next step is to bring the evidence to the application owners and the client support team for further solution.

- **OoB-FW retiring idea**
  Negative impact by the OPEX for the PaloAlto firewall being deployed for OoB is

concerned. Much expensive comparing than the former firewall which was cisco ASA. Hundredfold higher OPEX is being incurred annually. Myself brought the improvement plan in the view of the finance by retiring the firewall in question without creating the risk. Apparently the firewall is not using any special function that only firewall can offer e.g. URL filtering, Wildfire but just a regular IP and port filtering. This could be replaced with the ACL in the router instead. So that firewall can be retired.

- **Establishment of the interaction point with the global team**
  There has been no opportunity to interact with the global network team based in US since the former person left the firm. Myself established the regular huddle with the global team monthly basis not just the ad-hoc basis so that both can get the updates and the information sharing to obtain better understanding mutually. Aiming to avoid any struggles from being less communications when running the job.

Hardware and Software Environment

Hardware

Cisco systems
PaloAlto
Bluecoat
Citrix
F5

Software

IOS
IOS-XE
NX-OS
PAN-OS
SGOS
Microsoft Office

July 2018 to Present

AIG Technologies KK

Overview of Role

"Network Delivery Architect"

Design, Deliver the project objective.
The position requiring the individual who participates the corporate WAN standardization project and act as an engineer to design and deployment.
The project comprised from multiple requirements of Tier2 Backbone build, Regional Aggregation Point at Equinix DC, and MPLS deployment for branches.

Role Description

- Serve as an architectural engineer for the assigned project.
- New branch network to be built with MP-BGP provided by Softbank and KDDI VPN.
- New corporate backbone to be built with BGP and ISIS with the Arista spine/leaf architecture in the on-premise and the off-premise DC.
- Work and collaborate closely with the project manager.
- Documenting the design as well as presenting the implementation plan to the standardization team based in US to obtain their concurrence to the detail that does suit their policy.
- Liaison with the vendors and the telecommunication carriers.
- Localization of the global standard to collate the local policy of the relevant companies such as local carriers when leveraging VPN.
- Handing over process for the operation team to run their BAU upon deploying the infra.
- "Design" includes not only the network equipment configuration but DC physical layout such as cabling, rack allocation, and rack patch panels.
- Collaborate the relevant teams during the planning and deployment phase to ensure seamless delivery throughout of the project.

Key Achievements

2019

- **Regional Aggregation Point build**

  In the Equinix to co-locate with the cloud providers such as AWS and Azure. Main responsibility is the network and routing design to provide the entry point of the MPLS and clouds as based on the future strategy of the company. On-premise footprint will be fading but going more to cloud base.

- **Tier2 Backbone deployment**

  On top of the legacy core network, new Tier2 backbone infra has been built with the Arista hardware. Logical setting being made by ISIS for IGP, and WAN and inter DC connection being made by BGP thoroughly via a private circuit.

2018

- **First assigned project for MPLS deployment**

  Assigned for the WAN related project which aiming to modify existing WAN topology that has been creating a much of bottle neck of the traffic transportation efficiency also the overhead running cost due to the multiple merger of the different companies by the M&A causing ununiformity in the design and policies. The goal is to singulate and uniformalize the design end to end.

Hardware and Software Environment

Hardware

Cisco systems

Arista

F5

Software

IOS

IOS-XE

NX-OS

EOS

Microsoft Office

February 2011 to June 2018

Citigroup Service Japan Ltd.,

Overview of Role

"Network Integration"

The team is to design, build, and implement the network environment across the businesses within Citigroup Japan upon the request comes in from the business and the technology team locally and globally. And also to standardize the structure of the network design as per the standard advised by global standardization team.

Role Description

- The aim is to facilitate and to maintain the best practice within the Citigroup's standard in order for business can keep their high standard services to their clients.
- Act as a member of Japan network integration team that provide the design based upon the global standard in Citigroup.
- Work on the project based task that is driven by the business requirement and also by the initiative from the tech team.
- Creates a configuration to apply into the network device such as router and switch. And also the load balancer, traffic accelerator and such appliances.
- Liaise with the other party who manages the application, infrastructure, facility, and end users regardless of the region to deploy the new network environment.
- Liaise with the other partner company to build the external connectivity between Citigroup and them for the trading too over the leased line, ISDN line, and the internet.
- To be a project manager for a small project. The role is to organize the plan, budget, schedule, feasibility, best solution, and the resource to work on.
- To take the in charge of the network system multiple business that Citigroup runs in Japan. The team is managing the deployment of the network for the corporate bank, consumer bank, credit card, and securities.
- Documentation of the design doc and also the hand-over document that the operation team refers for their day-to-day support.

Key Achievements

2017

- **Market data feed system move to Citi internal network**
  Market data which equity business is using to be relocated into Citi managed network. Market data feed is coming from Chi-X, SBIJ, and TSE. Those connections are now hosted on STI which is out of management site. Myself is the main engineer of the network and peripherals.

- **Team lead role take over**
  In country network team lead role started. The role requires to handle technical decision at all aspects of design and the issues and the escalations.

- **IP-phone backend changed to CUCM**
  Network related support only. IP phone used to be with Avaya now changed to Cisco based CUCM backend. This project was meant for all the campus user's desk phone.

- **Citi Global Markets Japan relocation from SMB (Shinmaru building) to Otemachi Park Building (OPB)**
  This location is the new head quarter office of Citigroup Japan. Businesses used to reside in SMB, Shinjuku Eastside Square, and Harumi Toriton Square have relocated to OPB. Network team supported the network implementation for the new campus including the trading floor.

- **Fuchu Data Center cutover**
  Sequel data center in Fuchu has started its operation. This is mainly being used by the backup site of the service hosted in At Tokyo DC. However, some are running as the production there.

- **Web hosting POD for the prestia online banking server network decommission**
  Upon swinging the function for Prestia online banking system service from Japan DC to HK DC, those obsolete firewalls, network devices were removed from DMZ at Japan.

- **Naha Citi Plan**
  The consolidation for the several work space in Okinawa location into one floor. Corporate bank, Market business, and Technology group were combined into one place in Tomarin 4F. myself was the main implementer of the campus network

delivery.

2016

- **First build of co-existed Prestia branch produced by SMBC trust bank (SMBCTB) and Citi**

  In Nagoya Ekimae area, a new branch where introduces the infra from SMBCTB and also from Citi has been built in the same premise as the first time after the divestiture program kicked off. By considering the security threat between both different corporates from unexpected access to each other network, a special policy was in place. Namely the layer 2 filtering. Only predefined MAC address can then be allowed on the switchport to access into the intended network.

- **Dedicated link for the data migration for SMBCTB and Mistui Sumitomo Trust Club (SMBC) establishment**

  As per the divestiture of both business. The dedicated link to transfer the data asset owned by business to the buyer end. Myself supported the link establishment between Citi edge router and buyer edge router. Citi inter-country link between JP and HK were increased its bandwidth to avoid any interruption to other production traffic passing thru on the same shared link in question while the data transfer happens.

- **Tsurumi DC Exit**

  The main strategic datacenter of Citigroup Japan located in Tsurumi has been closed in order to reduce the cost expenditure incurred from possessing the facility to accommodate downsized systems after divestiture. Network team supported in building the network currently in FTR and ATK to host those system moving from Tsurumi DC.

2015

- **First ATM implementation as Prestia branch using Citi infra**

  After announcing the divestiture of the consumer bank to SMBCTB, three new ATMs were deployed inside at Presita Ginza, Asakusa, and Roppongi branch. Myself supported a network design and the deployment.

- **External link establishment for SMBC Trust Bank (SMBCTB) and Sumitomo Trust Club (SMTC)**

with regard to the divestiture of the consumer bank and the credit card, a link between their DC and Citi DC were established. These two links mainly used by the internal corporate network access from their network to Citi. E.g. intranet and email access.

- **IP fabric deployment in ATK**
  Arista based leaf ans spine model topology were deployed for the server farm network called IP fabric. Servers hosted at the old network were migrated into this new network. It consists two paired leaf x 25. All traffics are being accommodated on Juniper head end DC routers. This POD supports 10Gbps network.

- **Office phone migration from Avaya to Cisco**
  The phone of network and voice team staffs were replaced with Cisco CUCM for the pilot use.

2014

- **Wifi service deployment at SMB and Harumi Toriton Square (HTS)**
  Wireless access capability has been implemented at SMB 16F, 22F, 23F, and HTS 34F, 35F, and 36F. Expanded the service coverage entire floor wide from the partial coverage.

- **EoL network device refresh**
  Total 11 locations in scope of the devices to be refreshed including some of Citibank branches.

- **New head quarter bldg. plan**
  Former head quarter situated in Seafort Square at Tennozu required to be returned to the landlord and was relocated to Shinjuku Eastside Square. The new campus network was built to accommodate Citigroup employees in Japan. Occupying 3 floor of the bldg.

2013

- **Offsite ATM downsizing**
  to maximize the cost efficiency, several locations contributing low profit earning have been closed. Hamamatsu-cho monorail st, Toranomon st, Ueno st, Fukuoka Airport, Chitose Airport, Hotel Okura, Seijogakuenmae st, Akasaka park bldg., and

Tokyo University.

2012

- **Floor expansion support**
  The office space expanded in Okinawa Tomarin for the user relocating from mainland of Japan due to the SMB and old HQ closure.

- **Decommission of Japan remote access environment**
  Remote access environment hosted at Tsurumi datacenter was terminated. Network team supported the routing, device cleanup. Traffic flow is now going over to HK when an employee uses a remote access to the corporate network.

- **Doubled task started**
  My role started to cover not only the integration task but also the operational task due to the lack of resource in the team. The operation team's role includes day-to-day BAU support, contract renewal for the maintenance of the equipment and the telecom carriers, any changes to the operational devices, and the emergency escalation call at all the time.

2011

- **Offsite ATM network deployment**
  Network deployment for the kiosk ATM with the touch screen that displays the contents and the video talk service at Hamamatsucho st, Haneda Airport, Ikebukuro, Narita Airport, Hotel Okura, Hotel Peninsula, Roppongi Hills, Shinjuku eastside Square, Ueno st, and Sony HQ.

Hardware and Software Environment

Hardware

Cisco systems
Juniper networks
Arista
F5
Riverbed

Software

IOS
NX-OS
JUNOS
EOS
RIOS
Wireshark
Riverbedshark
Microsoft Office

February 2007 to January 2011

Overview of Role

"**Mainframe Support Coordinator**" also known as **"Japan Process Control Operation"**

To provide technical language and support to Mainframe Application Developers (CitiFinancial Japan G.K.) in resolving job failures. The position will require to act as a local liaison between the business in Japan and Singapore providing all aspects of communication in both Japanese and English.

Role Description

- Technical language support to the business in an event of a job failure in 24x7 shift rotated.
- Coordinate pre and post reviews of batch schedules to ensure potential oversights / detect problems and communicate the status in both languages.
- Handle daily / adhoc job request process from the business as well as translate the request.
- Monitor and ensure UAT and PAT batch progresses by coordinating the teams into active discussions.
- Adhere to all standards and controls
- Act as the APPC single point of contact for CFJ Application Developers
- Ensure that control checks are in place and understood
- Translate e-mails between CFJ Application Developers and APPC teams.
- Actively follow up with relevant support on outstanding online and batch problems.
- Perform CheckSum/File Change reconciliation on behalf of WebHosting.
- Initiates the upload of notifications on CBOL upon instruction given from GCB Internet team in the event of unexpected outage and/or planned maintenance on the system.
- Verify and act release checks that are scheduled and notified by CFJ Developers during out of office hours. Main activities are to verify Current Plan on OPC to ensure that the requested job is successfully scheduled; to verify Control-D to ensure that the relevant job is successfully executed; and to verify the Changeman to ensure that the relevant package is successfully baselined.

Key Achievements

October 2009

Release Check started. Which is used for CFJ application team to implement new releases their program, application, and package or so. In line with that, JPCO to

dedicate their original tasks without a JCC's.

November 2008

CBOL maintenance page implementation started. In case of the issue with Citibank Online outage, we are to initiate the process to notify to users.

March 2008

Team integration with JCC and JPCO started. Aiming to get together with both teams to leverage their resources and workloads.

August 2007

Checksum Reporting started. To take a post-implementation check what server administrator has done as per the request.

May 2007

Insourcing project cutover. BAU at APPC started.

February 2007

Joined JPCO. Training was held at Tokyo for three weeks. Then moved to Okinawa to support during day and night with shift rotation. When I joined the team, was in the middle of insourcing project for ATOLAS mainframe system.

Hardware and Software Environment

Hardware

HP with Citi Standardized.

Software

IBM Personal Communications ver. 5.9
Interwoven TeamSite ContentCenter
AVAYA IP Softphone
Microsoft Office

-Platform-
Windows 2000, XP, and VISTA
z/OS 01.09.00

September 2004 to August 2006

IBM Japan e-Communications Co., Ltd.

Overview of Role

"Helpdesk Engineer" for Mitsubishi Motors Corporation.

Working as a 1st level Helpdesk Engineer who handles mostly every in-coming queries from customers both businesses and car designers at Tokyo, Aichi and Okayama in Japan and North America, Europe, and Asia. This team is to liaise with each regional technology divisions.

Role Description

- Answering those queries via phone and/or mail
- Served as a position of troubleshooting and assistance representative for the car designers and engineers.
- Adjust to be well-balance between End User and Technology Division.
- Maintain and take a log In-coming Request(Tivoli Service Desk)
- Training and prepare OJT plan
- Register and build up knowledge-base(Lotus Notes)
- Inquiring each user's account status of design specifications online library system (in-house original software). In case of any log-in difficulties, check the account status and refresh to make it available.
- Execute as delegate what designer wants either data or material. And also, recovering them from the storage.
- Providing how to use Catia,CAE, and CAT.
- help to resolve hardware troubles as much as I can via phone. once it is required a physical diagnostic, get a hold of an onsite crew to repair and/or replace them.
- Memorize unusual problem as a part of knowledge-base to share and formalize among the team.
- Encourage car designers to proceed with their daily work smoothly.
- Detect a network confliction (TCP/IP), and recognize what is the cause. by checking the TCP/IP configuration by DOS commands or internet option.

Key Achievements

April 2006

Supported clients for big reorganization in conjunction with a system renewal includes relocation private server. And also supporting upgrade Windows version from 2000 to XP.

January 2006

Assisted protection of clients' password leakage to outside of company to strengthen security and process encryption (PointSec) in HDD system.

November 2005

Established a knowledge database(Lotus Notes) taskforce who handles the retention and the maintenance, then brush-up in providing current information at all times.

April 2005

Received a first quarter Contribution Award

October 2004

Serviced-in at Okinawa.

May to October 2004

Took part in the first transition project member. Underwent OJT at Kanagawa for 3 month.

Hardware and Software Environment

Hardware

OA computer;IBM,Dell,Toshiba,Sony,Compaq

Software

MS office -Word&Excell&Access&PowerPoint2000/2002,frontpage2000,visio,project
Lotus Notes -Ver5,6,DominoDesigner
Internet Explorer -Ver5,6
Tivoli Service Desk (also; Crystal Report)
Net scape -Ver6,7
Cisco aero net client
Infonet
IBM Personal communications
Site minder
Symantec Anti Virus

Adobe Acrobat&Reader -Ver6,7

Corporate original software

Example; Database for any kind of confidential documents, analyzer for measuring assembly, web application for any kind of application procedure, fluid/solid simulator.

-following issues to be addressed to respective team-

Catia -Ver4 and 5

CAE -Starcd,Nastran,Abaqus,Patran---etc.

CAT -MMT01,MMT07---etc.

SAP R/3

Citrix

-Platform-

Windows -DOS, 95, 98, Me, NT, 2000(Active Directory), XP

AIX

Education

December 2006

Brandon College -San Francisco CA

Intensive English Course

March 2004

Daiiku Business Institute Of Technology -Naha-City Okinawa

A Course of Information/System

Certifications

Cisco Certified Network Professional December 2010

Cisco Certified Network Associate May 2010

Microsoft Office Specialist word 2002 December 2005

Photoshop creator assay 3rd grade December 2003

C language ability assay 3rd grade-hosted by Japan information processing association.

July 2003

Spreadsheet processing ability assay 1st grade-hosted by Japan information processing association. December 2002

Document processing ability assay 2nd grade-hosted by Zenkei November 2002

Information processing ability assay 2nd grade-hosted by Zenkei. October 2002