

YASUhide KODA

Work Experience

Russell Investments Japan Co., Ltd.

November 2006 – March 2013

Role: Head of IT in Japan Region

- Providing and facilitating business aligned IT services to Russell Japan, Korea, Singapore, China, and Taipei
- Representing the needs of local business units within a global forum whilst balancing local and global requirements
- Providing hands-on management to the local onsite helpdesk team and working closely with the Asia Pacific(Sydney and Melbourne) onsite helpdesk team ensuring the both team work together to support the broader regional user base
 - ✓ Currently managing 2 onsite staff of Russell employee
 - ✓ From 2006 to 2010, managed the vendor partner who provided the onsite helpdesk(3 staff) as the outsourced services.
 - ✓ Responsible for the negotiation with the vendor partner to create and improve the Statement of Work(SOW) on the helpdesk activity
 - ✓ As Tokyo representative, established the outsourced Service Desk Model in Tokyo office as part of the global environment
- Vendor Management
 - ✓ Accomplished the Transition of the outsourced vendor (from CGI to Dell) in terms of Global Service Desk and Datacenter management to the Tokyo office as a local PM in conjunction with the Global and APAC IT (Project has stated at 2011)
 - ✓ Participated in the process as a local representative on defining SLA of the outsourced Global Service Desk Model and Datacenter Management in accordance with ITIL
 - ✓ Participated in the process of improving the Global Service Desk ticket system(BMC Remedy) as well as various streamline of the approval process and Change Management and Request Management across the globe
 - ✓ Lead discussion with the Business Client such as Fund Operations, Sales, Marketing, Legal & Compliance, Finance, Risk and Consulting to proactively identify potential issues of the Service Desk activity and Datacenter management and provide leadership for defining and implementing necessary monitoring and support services
 - ✓ Gather Business Client feedback on the outsourced Service Desk to improve and enhance the quality of services
 - ✓ Manage other Tier 1 vendor partners through integration, development, testing on the critical system
- Budget Control
- Act as primary point of contact in Tokyo office on the external Inspection and Audit from an IT perspective such as FSA and SESC as well as the Internal Audit
- Lead the Windows Server Virtualization and SAN project – VMware ESX in Tokyo office as a local PM
- Accomplished the Exchange Server migration from 2007 to 2010 as a local PM
- Accomplished the major Workplace Technology Project by implementing the migration from XP desktop to Windows 7 laptop for all users in the Tokyo office collaborating with Global IT

- Providing the periodical Brown-bag session to the Business Client regarding the new technology such as laptop use, MS Office 2007, Office Communicator, Wi-Fi and Information Security
- Providing Business Analysis for the business unit to support their needs and improve the efficiency
- Co-ordinating projects, prioritise and resource all IT work schedules and updates
- Planning and communicating application and infrastructure tasks with Global and APAC IT
- Managing vendor partners of the external data, application and system
- Disaster Recovery and Business Resumption from an IT perspective
 - ✓ Act as a local PM to establish the Datacenter and Work Area Recovery Site in Tokyo in conjunction with Global IT and the vendor partners
 - ✓ Responsible for having all the Business Unit to update their Business Continuity Plan by holding the regular meeting and providing Business Impact Analysis
 - ✓ Planning and conducting the exercise and drill to all the Business Unit to make sure all their business processes are viable
 - ✓ Providing the Business Unit the Table Top exercise based on the disaster scenario
 - ✓ Responsible for the Incident Management Team committee which will lead the business unit in an actual disaster event
- Develop and strategic business aligned IT plan and Roadmap for Japan
- Providing regular business and IT management reporting and presentations

Amundi Asset Management Japan Ltd.

November 2004 – November 2006

Role: Deputy IT Manager in Japan

- Providing hands-on management to the local onsite helpdesk team(3 Amundi employees)
- Managing the external vendor partners of data, applications and systems
- Responsible for Disaster Recovery and business resumption
- Accomplished to establish the Disaster Recovery site and Work Area Recovery site
- Implementing SharePoint and providing user training
- Providing Business Analysis to all the Business Unit to automate the processes and improve the efficiency
- Innovating the intranet site for all local business unit
- Establishing Information System Security Policy/Standard/Guideline
- Establishing IT Operations Manual
- Budget control
- Act as primary point of contact for the external inspection and audit such as FSA and SESC

Reuters Japan

August 2004 – October 2004

Role: Implement and support the data feed system

- Providing second level support on Reuters Products and Services
- Providing technical training to the outsourced first level support team

Credit Suisse First Boston Securities

November 1988 – January 2004

Role: Business Support Group Manager (August 2001 – January 2004)

- Disaster Recovery Project - Coordinating Business and Infra team on planning and testing the front end equipment at DR site for both front/back office users

- Help Desk Manager leading a team of 5 members to support Windows NT, Windows 2000, and Unix environment consisting of 600+ clients - Front/Back office users.
- Supporting consisted of building workstations, upgrades, desktop problem remediation and application troubleshooting. In addition, NT/Unix accounts creation/deletion and creating permission groups for NT 4.0 and AD
- Responsible for the installation and maintenance of the Windows Server as an engineer
- Accomplished the SAN deployment as an engineer
- Accomplished US \$900K cost savings of the desktop computer by implementing Terminal Servers

Role: PC/LAN Second Line Support (September 1998 – July 2001)

- Providing second and third level support to Windows NT environment consisting of 800+ clients.
- Basic support consisted of server maintenance (15 NT servers) and upgrades including MS Exchange and SMS, desktop problem remediation and applications troubleshooting
- Providing client support in terms of applications running on the desktop

Role: Voice Systems Administration (November 1988 – August 1998)

- Administration of PBX, Dealing Phone Systems and other voice related communication equipment support
- Dealing with Market Data management and accomplished the huge cost savings by negotiating with the vendor partners
- Vendor Management
 - ✓ Accomplished the project of replacing the dealing phone system from Ericsson to Hitachi conducting the planning, negotiating contract, installing and testing by supervising the vendor partners
 - ✓ Established the end user support process for the dealing phone system with the vendor
 - ✓ Lead the office relocation project as IT system administrator

Qualification

ITIL Foundation V3
Microsoft Certified Systems Engineer (MCSE)

Language

Japanese – Native
English – Fluent

Education

Seijo University (1983 - 1987)
Bachelor of Economics

Contacts

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