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| **Koji Miura**  5-18-9 Haruhino, Asao-ku, Kawasaki-shi, Kanagawa-ken 215-0036  81-44-742-9627/81-90-9689-8237  mailto:[Koji\_miura@nifty.com](mailto:Koji_miura@nifty.com) | |  | |
| **Program Manager/PMO** | |

##### QUALIFICATIONS

Motivated, results-driven Consultant/Program Manager with more than 20 years of experiences on IT Services including System Development, System Operation and Infrastructure designing based on owned Data Centers, Offshore Team Management, Process improvement, Quality Management (ISO9001, Six Sigma), Global Resource Optimization, and have broader experiences in Insurance.

+Have proven ability to establish holistic target roadmaps in align with corporate strategies, break them down to action plans and measure the performance by applying proper KPIs.

+Have strong abilities to translate business requirement into IT requirement.

+Capable to lead vendors by defining SOWs, SLAs, KPIs and continuously monitoring them.

+Have proven ability to lead IT organization and strengthen its performance and accountability.

+Great communicator/negotiator to all of the stakeholders so as to get consensus on IT activities.

+Have Business Launching experiences with new technologies

##### EDUCATION

Master of Science in Computer Science, Polytechnic Institute of New York University, USA

##### TECHNICAL EXPERTISE

**Applications**

MS Office (Exchange, Word, Excel, Project, Visio, PowerPoint), AD, Lotus Notes, BMC Remedy, BMC Patrol, BMC ADDM, CA Service Desk, SAP, SalesForce.com, ServiceNow, Peoplesoft etc.

**Middleware/Environments**

VMware, AIX, Solaris, Linux, cisco IOS, Oracle, Oracle EBS, EMC, CUCM, WebEX, Jabber, Verint, ESB, ODS, ETL(Data Stage), Waterfall, Agile Scrum etc.

**Network Protocols**

Bisync, SNA, appc, Ethernet, TCP/IP, DNS, Telnet, FTP, QoS, VoIP, IPVPN etc.

##### LICENSES

* Application Engineer Certified by Ministry of International Trade and Industry
* Certified Information Systems Auditor (Passed not Registered)
* Foundation Certificate in IT-Service Management (ITIL Foundation)
* Network Specialist Certified by Ministry of International Trade and Industry
* 1st grade Chief Telecommunication Engineer Certified by Ministry of Internal Affairs and Communications.
* TOEIC 920
* PMI Membership (will soon get PMP)

##### KEY ACCOMPLISHMENTS

+Improved **Program Governance** and **Stakeholder Management** at Netmarks.

+Managed **IT Project Portfolio** consisted of 170 projects at Prudential.

+Project Managed **Global Resource Optimization** for AIG at ATOS.

+ Program Managed **Service Delivery** of all of the IT operations for SONY at TCS.

+Led **Quality Management** Office and Established **ITIL processes** in CSK.

+Program Managed **Physical Migration of a whole Data Center** in CSK.

+**Accomplished BPR** at POS solution provider in CSK including new section building.

+**Launched prepaid card system (Quo Card) from scratch.**

##### REFERENCE

　　　Available upon request, from Mr. Iain Briggs President/Representative Director of AIG KK.

**CAREER HIGHLIGHTS in CHRONOLOGICAL ORDER**

**Consultant/Program Manager, Tokyo　Jan.2013-Current**

As a Consultant and/or a Program Manager, I have been working for launching newer Systems/Services and improving project governance.

**1. Developed SaaS based IT Project Portfolio Management Tool:**

**FirstQA systems K.K., Yokohama**

+Contributed on developing above system on **CloudN (NTT’s PaaS)** by using JBoss environment.

+Led **Requirement Definition on Project Portfolio Management** and provided Product RoadMap.

+Contributed on Function Testing by utilizing **Mantis bug tracker**.

+Led Performance/Load testing by utilizing **SOASTA**.

+Implemented Communication and workflow by utilizing **Aipo** so as to make approval processes easier.

**2. PMO on SAP Business One Implementation:**

**Client:　DHL Supply Chain Ltd., Tokyo**

+Led **Warehouse management system** **implementation** for a **Global Pharmaceutical Corporation** together with **JD-Net EDI, Oracle EBS and SAP Business One.**

+Led multi-national project team situated at Australia, Malaysia and Japan.

**3. Program Managed SFDC implementation:**

**Client:　Cloud Sherpas Japan Corporation, Tokyo**

+Led **SFDC implementation** on a Call Center Renovation at a **Global Life Insurance Corporation**.

+Led **Requirement Definition** and **Basic Design**.

+Provided **contact role to the customer** and other service vendors. **Negotiated with them to**

**define SOW and WBS.**

**4. Process/Service Delivery Manager on Data Consolidation (DWH,ODS,ESB)**

**Client:　AIG Business Partners Corporation, Tokyo**

+Contributed to data consolidation program including PAS, CAS etc. in order to integrate

three corporations into one entity by using **ETL, ODS** and **DataWare** technologies.

+Provided **contact role to BU,** conducted regular meetings, solved technical issues.

+Responsible for **defining the processes** for production support & maintenance and provided SDLC compliant documents.

+Defined operation process flows based on **ITIL Ver.3 2011**.

+Created **ITIL based document library** on Share Point by leading the team.

+Established **ServiceNow based Incident Management** process by involving BU personnel.

+Elaborated and revised processes on **ESB** to be in align with ITIL 2011.

**5. Full outsourced Insurance Systems together with Private-Cloud migration:**

**Client:　KVH Corporation, Tokyo**

**+ Project Managed ITSM outsourcing of a Global Life Insurance Corporation.**

+ Established **Project Charter and governance** structure together with SOWs and SLAs.

+ **Physically migrated 200 servers** together with newer **WAN construction with redundancy.**

+ Constructed **virtual platforms** and migrated current physical servers.

+ Constructed sophisticated **storage** system by utilizing NetAPP.

+ Constructed BCP site by utilizing cutting edge BLUESHIFT data protect solution.

+ Provided Unified Threat Management system.

+ Led BAU operation design including backup, monitoring and job scheduling.

**6. PMO for Unified Communication system integration:**

**Client:　Netmarks Corporation, Tokyo**

**+ Consulted on Program Management** for a large securities firm. The program consists of several projects including TV meeting, Web meeting, IP-telephone, Voice mail, chatting, phone recording and track recording of all of the communications.

**+Improved program governance.** As they were using Excel chart with 4000 lines of tasks as a WBS, it was very difficult to grasp the inter-relationship of the projects. I have improved the visibility of the program by introducing Microsoft project. Also, I provided some improvement plan on stakeholder management and internal communication processes.

**+ Attended Technical meetings to provide Customer Expectation Management as well as technical advices.** As the customer was quite demanding and the required task volume was increasing, I managed to push them back to the original scope.

**Prudential Systems Japan Ltd., Tokyo**

**1. Portfolio Manager: Jun.2012-Dec.2012**

+Provide portfolio management on **20 program managers and 170 projects** including Application development, Datacenter enhancement, Virtual platform migration, VoIP migration, Security enhancement, Mobile Device Management and **BCP**.

+Established appropriate but not too heavy **gate processes** in order not to make any do-overs caused by imperfect precedent tasks and to leverage qualities.

+**Achieved process improvement on project governance** so as to establish clearer status report on every project and provide faster **resource re-prioritization and optimization**.

+Established better communication between business unit and engineering teams both in Japan and U.S. and generate progress/risk report to the CIOs so as to **provide effective resource reprioritization as well as reallocation**.

+ Supported **annual budget planning** by prioritizing all of the demand, filtering them, selecting them to be within the budget. And then break them down to resource allocation.

＊Annual Budget:2bJPY

**Atos K.K. Japan, Tokyo**

**1. Infrastructure Project Manager at AIG: Nov.2011-May.2012**

+Contributed to the **Global Infrastructure Optimization** Program. The program consists of 200 Data Centers to be consolidated into 2, and 10,000 servers to be migrated onto virtual environment on optimized standard platform.

+In Japan, I was taking care of 2 Data Centers and 1,000 servers in which 700 were implemented on VMware by leading multinational project team. Project plan was broken down and tracked by using Microsoft Project Plan.

+Accomplished trustworthy relationships with **CEOs, CIOs** and SMEs working in Business Units.

+Achieved electrical inventory of the IT assets using BMC ADDM and completed existing asset lists and CMDB with up to date information of the servers.

+**Planned remediation procedures of the existing 170 application systems** to be worked on the Standard IT environment and estimated the cost.

+Planned to **renovate current system** by introducing Package Software.

+**Proposed IT process change** on migrating to the new platform.

**Tata Consultancy Services Japan, Yokohama**

1. **Delivery Director for SONY: Oct.2010-Apr.2011**

+**Concluded IT outsourcing dea**l competing with IBM and HP as a member of proposal team.

+Achieved **customer’s satisfaction** **by quickly solving each issue under stressful situations**.

+Led project team consists of **50 Onsite** (Japanese, Korean, Pilipino, Brazilian and 20 Indians)and **200 Offshore** (in India) members and **binding them up into one team by thoroughly mentoring**.

+Brought out each member’s potentials who have different backgrounds and skills.

+Completed huge IT outsourcing which has more than 2000 servers, four datacenters and 15 technical towers including **Voice/Data Network improvement,** **Service Desk, Processes (Incident/Trouble/Configuration/Change/Release Management), Server Management、** and **Document Archive**.

+Analyzed existing operation cost and provided agreeable estimation to maximize the profit by **defining SOWs and Service Levels**.

+**Improved Governance procedure** including **SOX/ISMS** related operations.

\*Project Size:

　　Scope of the Outsourcing

　　　　MF Operation, Server operation, Storage Operation, LAN/WAN Operation, Monitoring,

Job Scheduling, Report generation, Account management, Service Desk, Remote Hand, SAP, ISMS and SOX/Audit.

Service Fee : 7BJPY (Five years, including Onsite and Offshore functions)

**CSK Corporation, Tokyo**

**1. IT Service Manager for a Data Center: Apr.2003-Mar.2010**

+ Led **physical system migration** of whole old data center which colocated **1600 servers**

+ Led user specific **proposal team** consists of Sales, Delivery and Legal staff for the world’s biggest e-Commerce corporation. **Solved variety of technical and legal issues**.

+ Supervised operation team on **providing managed services** for collocated customers.

+ **Established ITIL processes;** Incident/Trouble/Change/Release/Configuration Management.

+ Led **Quality Management** team to comply with **ISO9001** and to improve the Customer Satisfaction. **Provided Policies, Guidelines** and **Change Management procedures**.

1. **Project Manager for Network integration : Apr.2001-Mar.2003**

+ Improved customers’ legacy Networks to tcp/ip by using Frame Relay, IP/VPN and Wide-Ether.

+ Constructed **VoIP and Data hybrid network** by paying attention to QoS, security, etc.

1. **Business development Manager in a Data Center: Apr.1998-Mar.2001**

+ Developed **world-wide IP-VPN services** with USA based IP-VPN venture business.

+ Negotiated on the conditions of **Channel Partner Agreement**.

+ Decided Japanese retail prices. Compiled Japanese sales materials. Provided sales support.

+ Conducted several business developments with foreign based venture businesses such as

contents delivery, server virtualization platform and digital rights management.

+ Evaluated their feasibilities, financial conditions and ROI for CSK.

1. **Section Manager for Retail system development: Apr.1992-Mar.1998**

+ **Led the development section** in Retail system division.

+ Conducted **requirement definition** by interviewing at Super markets and Drug stores etc.

+ Developed and Established **WEB-EDI** system for midsized manufacturers.

+ Developed and Established **EOS, POS and Head Quarter systems** for retailers.

+ Managed development team consists of 10 members for **Oracle based Web applications**.

1. **Section Manager for Corporate Revival : Apr.1990-Mar.1992**

+ **Reorganized network type POS solution corporation** (providing HW, SW and network) which was one of the subsidiaries of CSK, as a manager of the development section.

+ As the corporation had severe technical problems. I have **reorganized the software development team** as well as the **field engineering team** so as to fix the critical problems on its quality.

+ Accomplished **fundamental quality improvement** by analyzing logs and fixed bugs in the OS.

+ Accomplished Quality Improvement of hardware too, by reorganizing manufacturing documents and then **transfer manufacturing license agreement** to more stable commission manufacturer

(from Kyocera to Panasonic).

1. **Project Manager/System Architect for Magnetic Card System: Apr.1988-Mar.1990**

+ Established Magnetic Card business including Credit card encoder, **Time & Attendance tools**, Cashless Cafeteria POS system etc. which were integrated with **Payroll systems**.

+ **Launched Pre-paid Card system corporation** (Now called as Quo card).

+ Designed key technologies on security, hence this system survived until today. (other existed 80 corporations were retreated)

+ Provided **vendor control** including hardware manufacture, software developer, card manufacture, maintenance corporation, industrial designer and Patent office..

+ Implemented above systems to Japan’s leading resellers such as Skylark, Seven Eleven Japan

and Takashimaya department stores etc.