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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** | |

##### QUALIFICATIONS

Motivated, results-driven IT Program Manager with more than 20 years of experience on System Integrations and Network services and have broader expertise across industries especially in Finance, Manufacturing, Retail and Telecommunication.

And is capable for IT planning, Business Development, BPRs, Risk assessment, Quality Management　(ISO9001) and also quite flexible to acquire newly emerging technologies.

Having started its career as an Architect of embedded systems where newly designed software including communication protocol is required on newly designed hardware, I had got a skill to take a comprehensive, panoramic view of the whole systems and got experienced on Various Protocols, Hardware Manufacturing, Vendor Control and Quality Control.

In CSK Corporation, I successfully executed various projects by paying attention to the stakeholders’ profitability, intertask dependencies and risks. After that I led Global Resource Optimization project in a Major Insurance Firm and then led enterprise wide projects as a Portfolio Manager.

+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.

And specifically for telecommunication Industry;

+Capable on negotiating with Regulatory Agency on commencing new communication services.

+Have hands on capabilities on lower latency network building, Data Center collocation, budget control, client on-boarding and more.

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

##### KEY ACCOMPLISHMENTS　(Number of the staffs)

1. **Program　Manager at Netmarks(a subsidiary of Japan Unisys) for SMBC Nikko Securities Jun.2013-Aug.2013(Short term Contract)**

**+ Consulted on Program Management for Unified Communication system integration** for a large securities firm. The program consists of several projects including TV meeting, Web meeting, IP-telephony, Voice mail, Chatting, Presence engine, Phone recording and Track recording of all of the communications. This kind of system is required to clear innocence against insider trading.

**+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 tasks. 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.

Budget: 2bJPY

1. **IT Portfolio Management at Prudential (20) Jun.2012-Dec.2012**

+**Governed Project Management Office consists of 20 program managers and handling 170 projects** including Application development, Datacenter enhancement, Virtual platform migration, VoIP migration and **BCP**.

+**Supervised Application system development/Implementation/UAT:**

New Agreement Work Flow Image System

Prudential Integrated Customer System

Sales Supporting system for Life Consultants

**+Supervised Security System Implementation/UAT:**

PCI-DSS (Payment Card Information Data Security), SPF (Sender Policy Framework),

EVSSL (Extended Validation SSL), DLP (Data Loss Prevention), FireEye, etc.

+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**.

+ **Controlled planned budget and Working budget** so as to achieve higher ROI.

+ 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.

1. **Project Managed Global Resource Optimization at Atos for AIGKK Nov.2011-May. 2012**

+Led Japan team for the **Global Infrastructure Optimization** Program in a multi-national Insurance Corporation Group. 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 broke down and tracked using Microsoft Project Plan.

+Accomplished trustworthy relationships with CEOs, CIOs and SMEs who are working in BUs.

+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 systems to be worked in 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.

1. **Directed IT/Network Operation Consolidation for SONY at TCS (50) 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 30 Onsite (Japanese, Korean, Pilipino and Brazilian) and 20 Offshore (Indian) 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.

　　Due Diligence period

　　　Budget: 250MJPY（Six Months, Only for onsite members）

　　　Spent 236MJPY

BAU (Business As Usual) period

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

　　Estimated Cost : 4.6BJPY

1. **Led Quality Assurance in CSK (10): Apr2008-Mar.2010**

+ **Led ITIL project**. Compiled RFP by analyzing current situation, evaluated three vendors, implemented the system and **established the ITIL processes including Incident/Trouble/ Change/Release/Configuration Management**.

+ **Led Quality Management team**. Hold Management Reviews to explain that the company stayed on track to achieve the **annual Quality Target**, **External Audit** to be comply with ISO9001 and questionnaire survey to improve the **Customer Satisfaction**. Revised QMS documents following the revision of ISO9001 2008.

+ **Provided Internal IT Audit** on the various projects prior to the external audit.

+ **Watched vendor contracts periods** and provided monthly alert to extend them when necessary.

+ **Led Third Party Review Office** to provide **Risk Management** on new proposals/estimations before submitting to the customers.

1. **Accomplished IT/Network Outsourcing/Consolidation for customers (10) Aug.2006-Feb.2007**

+Achieved **customer’s trust** by in-depth hearing and tailor made solutions.

+Accomplished **customer’s satisfaction** by maximizing their cost reduction without compromising stable operations.

+Build cost effective network by introducing newer network services along with system remediation.

+Directed RFP processes for RCC(Resolution and Collection Corporation), Deutsche Bank AG, AXA Life, AXA Direct and Prudential Life etc.

+Directed collocation solutions for huge size cloud computing (**Amazon Web Services**) by binding up a team consist with Legal and Sales.

\*Project Size (For RCC):

　　Service Fee : 120MJPY (Five years)

　　Estimated Cost: 96MJPY

For CSK Financial System Division;

+Collocated Market Viewer Servers which required lower latency.

\*Project Size:

　　Service Fee : 240MJPY (Five years)

　　Estimated Cost: 180MJPY

For the cell phone carriers, I have managed system operation team for **Willcom** and consulted SCM structure of **Softbank**.

1. **Program Managed Physical migration of a whole Data Center (50). Mar.2005-Dec.2005**

+Engaged in the physical system migration from old data center to new one in order to close the old data center which collocated 1600 servers in it within six months.

+Led and program managed seven major customers’ migration projects simultaneously.

+**Managed third party vendors** for the tasks including configuration management, un-mounting/mounting of the equipment, transportation, network installation, DB administration and Server/Network configuration change.

+**Met all of the stake holders and established trustworthy relationships.**

+Achieving shortest down times by comparing several strategies and network configurations.

\*Project Size:

Budget assigned for Miura: 260MJPY　(752MJPY for Total DC Migration)

Spent : 227MJPY

**8. Pioneered and established IT Service Management Outsourcing (10). Apr.1997-Mar.1998**

+ **Supported enterprise environment** of CSK (over 6000 users) built Operation Team.

+ **Established Managing Processes** including Operation Standards, **Services Portfolio, Price Structures** and **Periodical Reports on Performance/Capacity.**

+ Led monthly meetings to report not only the daily operations but also **improvement plans** to strengthen customers’ satisfaction as well as to expand business size of vendor side.

\*Project Size:

　　Service Fee : 3.6BJPY (Five year contract, Including collocation & Operation)

Estimated Cost: 3.2BJPY

**9. Developed worldwide IP-VPN under multi-cultural environment (10). Apr.2001-Mar.2003**

+Investigated the risks, negotiated the contractual conditions with a USA based venture business.

+Refined USA based services so as to fit to the Japanese customers by explaining Japanese market and customers’ requirements

+Provided support to the sales persons in terms of Network migrations and System integrations and achieved customers’ trust.

+Negotiated with Japanese Government to quicken the service commencement.

+The Backbone is constructed by Juniper MPLS routers. For the CPEs（Customer side equipment） and FWs, we accepted customers cisco/netscreen etc.

+Investigated network environments in India and Korea.

**10. Accomplished BPR of Solution Provider in CSK (10): Apr.1990-Mar.1992**

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

+ **Reorganized Software Development team and established Field engineering team** so as to fix the critical problems and hold down the expenses. （It had 20Billion JPY of accumulated deficit）.

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

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

##### CAREER HIGHLIGHTS in CHRONOLOGICAL ORDER

**Netmarks Corporation, Tokyo: Jun.2013-Aug.2013(Short Term Contract)**

**1. PMO for SMBC Nikko Securities: Jun.2013-Aug.2013**

**+ Consulted on Program Management for Unified Communication system integration** 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.

**Prudential Systems Japan Ltd., Tokyo: Jun.2012-Dec.2012**

**1. Program Manager (Project Portfolio Manager): Jun.2012-Dec.2012**

+ Led Project Management Office consists of 20 program managers and handling 170 projects.

+ Provided best scenario for IT environment integration as well as separation from older organization as the company consists of several merged insurance corporations and two of them are quite new.

+ Achieved resource optimization, prioritization, and solution for resource conflicts to the projects.

+ Provided budgetary control on planned budget and Working budget so as to achieve higher ROI.

**Atos K.K. Japan, Tokyo: Nov.2011-May.2012**

**1. Infrastructure Project Manager at Global Insurance Company: Nov.2011-May.2012**

+Led Japan team for the Global Infrastructure Optimization Program consists of 10,000 servers.

**+**Accomplished trustworthy relationships with CEOs, CIOs and SMEs having been working in multi-national Insurance Corporation Group.

+Completed electrical inventory of the IT assets using BMC ADDM and crosschecking with the existing asset lists.

+Advised standard IT environment as well as standard Operation Model in order to realize optimal solution and achieve significant cost reduction.

**Tata Consultancy Services Japan, Yokohama: Oct.2010-Apr.2011**

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

+ Conducted an outsourcing project of huge global corporation

+ Organized the due diligence team consists of mixed cultural backgrounds.

+ Established / educated team rules, processes and business standards.

+ Hold daily meeting to grasp the progresses and provide quick adjustments

+ Extended the support upto process improvement, SLA establishment and SOX compliance etc.

**CSK Corporation, Tokyo: Apr.1981-Mar.2010**

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

+ Nominated as the service manager responsible for the customers in the Data Center.

+ Engaged in the physical system migration from old data center to new one.

+ Led ITIL implementation project.

+ Led Quality Management team to comply with ISO9001 and to improve the Customer Satisfaction.

+ Led the user specific proposal team consists of Sales and Delivery leaders as well as Legal

staff for the world’s biggest e-Commerce corporation who was seeking Japanese Data Center.

　Solved variety of technical and legal issues.

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

+ Resolve customers’ problems and Provided technical support on network integration by visiting prospect customers’ with the sales persons..

+ 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.

+ Accelerated customer’s International SMS kick-off by negotiating with Japan’s Government.

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 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. **Project Manager for UNIX based system development: Apr.1992-Mar.1998**

+ Led the development section in the network based POS corporation.

+ Conducted end customer hearing at Super markets as well as Drug stores, and provided

customer educations and complied system improvement requirements when necessary.

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

+ Designed and launched system operation team for the mission-critical system in my corporation.

+ Led monthly meetings with the customers to discuss on the issues they have, report the improvement we made and negotiate proper service charges.

1. **Project 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 and was almost bankrupt. I have reorganized the software development team as well as the field engineering team so as to fix the critical problems on its quality.

+ Investigated the log files and fixed bugs in an OS.

+ Developed tcp/ip based communication systems so as to bring in other POS users into our network services.

+ Reorganized manufacturing documents and completed the technical transfer to more stable commission manufacturer.

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

+ Established 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.

1. **Studying abroad: Aug1985-Mar.1988**

+ CSK had selected me to study IT and English with full scholarship.

+ Successfully got Masters Degree at Polytechnic University, New York (Now Polytechnic Institute of New York University).

1. **System Architect/Engineer for Magnetic Card systems: Jul.1981-Mar.1985**

+ Delivered Magnetic Card encoding machine for Japan’s leading credit card corporations such as JCB, Daishimpan, Promise and Lake.

+ Provided vendor control including mechanical designer, hardware manufacture, card manufacture, and Patent office..

+ Besides the mission of an engineer, I have provided sales supports in order to explain the merit of new systems to the prospects.

**TECHNICAL EXPERTISE**

**Applications**

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

###### Middleware/Environments

VMware, AIX, Solaris, Linux, cisco IOS, Oracle, EMC, CUCM, WebEX, Jabber, Verint 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

##### EDUCATION

1987　Bachelor of Science in Computer Science, Polytechnic Institute of New York University, USA

1988　Master of Science in Computer Science, Polytechnic Institute of New York University, USA

Minor in Technical writing

##### REFERENCE

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