

Eric Mwangi Mugo

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Directs strategy, operations and budget for the protection of the customer information assets and manages that program. The scope of responsibility encompasses communications, applications and infrastructure, including the policies and procedures which apply.

PROFESSIONAL SKILLS

- Multi country, IT and Telecom Managed Services
- Security Consulting (Pre-sales, audits and assessments)
- Standards: ISO27001, SANS20, OWASP, ITIL, ETOM, SABSA, ISO22301
- Risk Management
- Project Management
- Business continuity management
- Financial Management
- Due diligence & contract negotiations

PROFESSIONAL PROFILE

- 13 years of experience in IT and Telecom, 5+ years in Ericsson MS in Sub Saharan Africa.
- Demonstrated capacity to implement risk-based security programs that drive awareness, decrease exposure and strengthen organizations.
- Security and process consulting experience in Multinationals IBM and Ericsson.
- C-Level customer engagement.
- Experience in deploying network and security solutions (SIEM, IAM, VM, IPS, NGFWs etc)
- Experience in running MS operations with a mix of local and global delivery and managing customer KPIs and SLAs.

CAREER HIGHLIGHTS

- Led transformation for MS engagement for IBM in 8 African countries from previous operations to IBM process and security compliance in NSD.
- Run security programs in several roles that I have handled, in telecom operator or as part of MS delivery covering IT and Telecom domains.
- Supported MS engagements for Airtel, Tigo and MTN from security and processes perspective.
- Engaging to increase security footprint for Ericsson in Ericsson subsaharan Africa.
- Worked on numerous projects deploying security and network systems on varied technologies.
- Rolled out WAN and Monitoring Infrastructure in Sub Saharan Africa to enable remote monitoring of regional customer systems in Ericsson MS.
- Worked in greenfield setup of network operator in Kenya, setting up Infrastructure, processes, security compliance and Customer support.
- Driving efficiencies in Ericsson operations through automation (run book and robotic process).

TRAINING AND ASSESSMENTS

- Ericsson L1 Leadership Assessment- Jan 2018
- Ericsson Leadership Training- March 2015
- CISSP - Certified Information Systems Security Professional
- CISA- Certified Information Systems Auditor
- ITILv3 Foundation
- CCNA, CCNP, CCVP

EDUCATION

MBA- Global Executive Masters in Business Administration, United States International University Africa/Frankfurt School of Business- 2015

BSc Computer Science, Jomo Kenyatta University of Agriculture and Technology (Honours) - 2006

CAREER HISTORY

Ericsson MMEA

Feb 2018 – Present

Managed Services Strategy Infrastructure and Product Head

This role oversees the day-to-day operations of the organizations and customers' Information Security program helping to establish the security strategy and the overall risk posture of the organization through the development of a comprehensive risk management program. I am also responsible for in scope system monitoring (fault and service monitoring) and deployment of the necessary tools and processes to ensure all KPIs are captured and measured as per customer agreements.

Responsibilities;

- Interface with customer security teams and our delivery units to understand and develop customer requirements, and ensure we comply with them
- Develop and report security metrics across solutions, seamlessly synchronized with internal InfoSec metrics reporting
- Present to and influence senior executives and peers as well as Collaborate with business leaders on security initiatives
- Line management of security team in the region and functional management of security team in global service center.
- Responsible for delivery tools deployment built on automation, AI and machine learning. Drive efficiency in MS delivery through automations of identified use cases.
- Responsible for all the managed services delivery processes deployment, measurement and compliance.

Ericsson RSSA

Aug 2013 – Jan 2018

Risk and Information Security Manager

Managing the MS security program across accounts, establishing all the risk, security and process compliance reporting towards the customers. Overall custodian and main responsible for the managed service process and tools strategy and implementation of well-defined action plan that fulfills the overall goals supporting the strategy in the accounts. Scope of MS delivery has been through Mobile Packet Backbone Network, Intelligent Network, Radio Access Network, Operational Support Services and Packet core.

Achievements:

- Established Alignment and Compliance of Ericsson operations towards the following customers MTN, Airtel, Millicom, for ISO27001 and SANS20 and customer security policies.
- Successfully rolled out relevant processes and auditing compliance to the same. These processes are based on ITIL (information Technology Infrastructure Library and ETOM (Enhanced Telecoms Operations Map)
- Established user management review and compliance within the limits of the resources that were in place.
- RFP preparation for customer response in the role of customer solution manager from a security perspective in the areas of SIEM, VA, IAM,
- Successfully led rollout of WAN infrastructure and cloud Hosted Citrix environments for the remote management of our customer systems from our Global Service Centers in India, Romania and Mexico.
- Successful planning and deployment of BCM for Ericsson MS in Airtel operations in RSSA.
- Successfully certified Airtel MS operations for Operations Maturity Model L3
- Carried out periodic internal audits/reviews as well as coordinating customer initiated audits run by 3PP auditors such as PWC, E&Y and KPMG. No significant findings on Ericsson in these audits.
- Awarded key contributor award for 4 years in a row.

Key Responsibilities:

- Manage compliance of customer security requirements and ensure the same are aligned with global teams in Ericsson GSCs
- Identifying, evaluating, selecting and implementing right tools and processes to drive MS excellence
- Budget responsibility for local services required for remote delivery.
- Project management for managed services tools and process deployments in the region.
- Customer governance as well as governance between regional and global teams
- KPI/SLA fulfillment assurance for all NW Security deliverables for all OpCos.
- Ensure Customer Satisfaction Index is at stretch level
- Coordinate internal and external audits of MS operations.

IBM GTS Security Consultant

Jul 2012 – Jul 2013

Working in the Transition and Transformation Program office and NSD team of the IBM GTS to lead several projects in transforming the account from previous operations and Infrastructure architecture to an IBM approved architecture and process organization. My role was as a service delivery manager coordinating projects in 8 Anglophone Airtel Africa countries. I was also hired as a compliance focal point to assist in getting the IT systems and IT team in an audit ready posture.

Key Achievements:

- Successfully ensured right Processes are implemented and available for MS Security and network Operations
- Led Network architecture review program for zoning of network in various security levels.
- Managed rollout of several security systems, Cisco ASA, ISE, ACS and IBM privilege identity manager, logging.
- Technical team lead for the IT MPLS deployment in 8 countries.

Key Responsibilities:

- Operations management for the east Hub and responsible for maintaining and reporting the KPIs and SLAs.
- Lead solution architect for all Infrastructure security solutions for the Airtel account in the East African hub. Responsibility entailing solution evaluation, presentation of solution to customer and following internal procurement process and approvals for solution purchase.
- Training of Country teams on above processes and acting as focal point for compliance and governance issues within the Hub.
- Coordination of audits within the Countries and ensuring integrity of submitted data and artifacts.
- Coordination of 16 Network and Security specialists across the Hub.

**Essar Telecom Kenya LTD (YuMobile)
Security Architect**

Jun 2012 – Jul 2013

Promoted to establish and manage enterprise-wide information-security programme. Oversee companywide efforts to identify and evaluate all critical systems. Design and implement security solutions and processes and perform cost benefit analysis on all recommended strategies. Collaborate with external auditors to conduct in-depth compliance audits and penetration testing, presenting all results to senior management.

Key Achievements:

- Developed secure architecture for mobile money transfer system YUCASH as well as being involved in the operations of the system on go live. Critical part of core team in solution lifecycle bringing in Security expertise.
- Developed security metrics across IT and Technical departments to measure compliance and presenting gaps and recommendations to senior management for continuous improvement.
- Focal point and coordinator for external audits and penetration testing. Year on year reduced findings and exposure of IT and Technical department to information security threats.
- Led the development of the Disaster Recovery Plan for Essar Telecom
- Developed the audit framework for regular assessments of ERP(SAP), CRM, databases systems and various system applications, audit framework was based on ISO 27001/2 Initiated and ran user awareness campaigns/training for ETKL staff for both security and ITIL service management.
- Developed asset classification policies and successfully led a DLP solution implementation to safeguard the most critical information assets of the organization.
- Deployed Websense web filter, IronPort Email filtering and two factor authentication security solutions
- Project manager for the service delivery process reengineering to follow the ITIL framework. Process automation achieved on workflows built on Microsoft Service Centre solutions; SCCM, SCSM, SCOM.
- Developed an IT roadmap for increasing maturity from a basic organization to a standardized one.

**Essar Telecom Kenya LTD(YuMobile)
Senior Network Engineer**

May 2009 – Aug 2010

Promoted to this role to manage the network department tactically and strategically; develop SOPs for day to day network operations; manage SLAs with internal customers and Annual Maintenance Contracts with vendors; liaise with project teams and other departments on the support/requirements of network infrastructure.

Essar Telecom Kenya LTD (YuMobile)**Oct 2008 – May 2009****Network Engineer**

Recruited at network launch to advise senior management on best network design architecture to support enterprise systems needed for the new operator's operations, building a team capable of supporting this environment, ensuring high availability and fault tolerance were in place; support the rollout of a new call centre; support all Datacentre operations in the initial phases of Telco operations;

**Computech Africa
System Engineer****Aug 2007 – Sep 2008**

Primary presales engineer for network and security solutions, involved in gathering customer requirements and drafting technical proposals; Designing of enterprise Security, Voice, and networking solutions; Implementation of large scale projects in pre-sales and field engineer roles; Security auditing and implementation on LANs, WANs, and Hosts

**World Food Programme
Systems Administrator****May 2006 –Mar 2007****TRAININGS**

- ESI International Risk Management training.
- HR in BCP conference by Commonwealth Technology organization- 21-23rd March 2011
- Optimizing business continuity planning by Marcus Evans – 18th and 19th Nov 2010
- VMware V-Sphere 4: Install, Configure & Manage ESX 4.0- 1st Oct 2009
- AFRINIC and KENIC Ipv6 training- 17-20th June 2008
- 6TH Strathmore University ICT Conference- Towards an e-Society- 10th Sep 2005

PERSONAL DETAILS

Date of Birth: 22 September 1982
Marital Status: Married