# NILESH ROY

Flat No. 201, C Wing, Orchid CHS Ltd.,
Gaurav Valley, Near GCC Club,
Mira Road (East), Mumbai - 401107, India.

nilesh.roy@gmail.com
email.me@nileshroy.com

+91 98200 94678

● Senior IT Professional with 26+ Years of IT Experience (Infra & InfoSec) across multiple domains and verticals. ●
● 20+ years of progressive multi-industry & multi-geographic leadership experience in leading cross-functional teams and enterprise-wide programs, operating and influencing effectively across the organization and within complex contexts. ●
● Industry 4.0 solutions: Artificial Intelligence, Machine Learning, Process Automations ● Experience with standards, frameworks, and certifications such as NIST SSDF, OWASP Top 10 and ASVS, BSIMM, ISO27034, ISO27001, CSA STAR, SOC2 and PCIDSS ● ICT Infrastructure ● Strategic Planning ● Project Management ● Delivery & Implementation ● ERP ●
● Member of EC-Council International Advisory Board for CISO ●

## COMPETENCIES

- *Strategic Thinking*: Think big yet act focused.
- *Taking Ownership*: Feel responsible & accountable.
- *Analytical Thinking*: Stay true to your data.
- *Ensuring Alignment*: Think differently but work together.

## CORE STRENGTHS / AREAS OF EXPERTISE

- **Executive Level Organization & Management** - Create, manage & collaborate with executives in order to successfully bridge different parts of the business & IT organization to achieve successful results.
- **Cloud computing** – IaaS / PaaS / NaaS / SaaS / EaaS.
- **ERP Implementations** – *Hands-on experience in end-to-end implementations of ERPs (including creation & validation of departmental SOPs) like Microsoft Dynamics 365 Business Central / MicrosoftDynamicsAx / SAP ECC 6.0 & SAP4HANA / Oracle / Dynamics NAV 2013 R2 / Navision / Orion / TRIO / Tally.ERP 9 (Rel. 6.5.3)*.
- **Technologies** - MS EPM, MS SharePoint Server, MS Project Server, MS Portfolio Server, Microsoft Office, Windows Server, Active Directory, Microsoft Azure, Amazon AWS, Salesforce, Active Directory Federation Services, Office 365, MS TFS, BI, OLAP Reporting, MS SQL Server, SQL Analytics & Reporting Tools.
- **Financial Management & Expense Control** - Manage fiscal responsibilities in order to balance the needs of the business, technologies & requirements that are measurable in order to achieve financial success.
- **Staff Development, Training & Education, Team Leadership** - Create & foster a unique 'team spirit' that brings together people into a cohesive group by proactive leadership & demonstrating solid team strategies & positive relations. Provided leadership across multiple offices.
- **Productivity Improvements** - Realize significant improvements & efficiency by performing in-depth team management & pro-active processes, technology-based analysis & code reviews to maximize productivity.

## CAREER HIGHLIGHTS

✓ Extensive knowledge & experience proficiently handling complex mission critical projects under extreme time constraints. Experience with geo-dispersed teams.
✓ Experience of managing global Desktop & Infrastructure Teams – 105 direct reports.
✓ Technology Lifecycle Management - Adoption Decision, Acquisition, Implementation, Use & Maintenance, Evolution & Retirement phase.
✓ Senior Technology Manager offering a wealth of systems, leadership, planning, project management, program management, & service delivery expertise. Excellent customer support & delivery focus. End user Support.
✓ 25+ years of experience as a technology leader.
✓ 20+ years of experience managing cross-functional technology resources in a geo-distributed environment.
✓ Scaled technology teams to large team members (80+).

- ✓ Managed and mentored senior team members.
- ✓ Managed performance review cycles and delivery reviews.
- ✓ Played an impactful role on company leadership teams.
- ✓ Architected complex platforms and developed enterprise-level technology roadmaps.
- ✓ Experience running a 24x7 high-availability platform.
- ✓ Designed, implemented, and optimized processes for development, QA, security, and IT.
- ✓ Experience of Running Maintaining & Transforming Global Infrastructures 1000+ users.
- ✓ Azure/AWS/O365 configuration & deployment/Virtualization ESX/Hyper V, Windows Server & OS.
- ✓ Experience of managing & running mixture of On-Premise, Cloud-Hosted, PaaS/SaaS & bespoke solutions.
- ✓ Strategic Planning, Technology Management, Technology Road Mapping, DR & Business Continuity.
- ✓ Demonstrable experience & a good track record of managing & leading Global teams.
- ✓ Experience of Operations Management; Asset/incident/problem/change/capacity.
- ✓ Demonstrable experience of Financial Management - developing & maintaining budget.
- ✓ Experience of Global Vendor Management - ability to build long term strategic relationships.
- ✓ Extensive experience with "follow-the-the sun" model for reducing the time to market. Able to travel globally.

## PROFESSIONAL HISTORY

**Spocto Solutions Pvt. Ltd., Mumbai**          **11 October 2021 – 10 June 2022**

Fintech | Unicorn | Company has been taken over by CredAvenue/Yubi

► Chief Information Security Officer (CISO) & Vice President - IT Operations

   ➢ Reporting to Co-Founder & CTO. Reason for leaving: Post takeover, my position was made redundant. I was given a golden handshake of 3 months

Brought on board to streamline the processes & systems around the Information Security, Cyber posture & IT Operations as CISO & Vice President - IT Operations.

- ❖ KRAs:
  - ◈ Establishing the right security & governance practices:

      Enabling a framework for risk-free & scalable business operations in the challenging business landscape.

      Understanding the security challenges in the current & future state of business operations, & to prepare the organization with the right tools, skills, resources, relationships & capabilities against growing information security risks.

  - ◈ End-to-End Security Operations:

      Contribute to the design & approval of a comprehensive security strategy. The strategy will need to account for the end-to-end lifecycle of information security operations, including:

      Evaluating the IT threat landscape.

      Devising policy & controls to reduce risk.

      Leading auditing & compliance initiatives.

  - ◈ Compliance:

      Ensure that the organization is adaptable to evolving compliance regulations.

      Develop the requirements for all interested parties & coordinate with the data protection initiatives in compliance with these requirements as per the enforceable regulations.

  - ◈ DR & BCP:

      Responsible for resilience against cyber-attacks. Cyber resilience is not just about preventing & defending against information security attacks, but also recovering rapidly from security infringements. This is achieved by establishing a robust crisis communication channel, disaster recovery & risk management system.

  - ◈ Documentation:

      Contribute to a variety of security policy domains associated with:

      Compliance, Governance, Risk management, Incident Management, HR Management, Additional domains.

Ensure that the documentation is up to date as per the current organizational policy.

◈ Stakeholder Onboarding:

Define an optimal tradeoff between the business opportunities & risks associated with information security projects that would protect long-term growth of the organization.

| **VGM Consultants Pvt. Ltd., Kolkata** | **27 August 2020 – 31 March 2021** |
|---|---|

► Chief Information Security Officer (CISO) & Head of Information Technology

➢ Reporting to COO

***Achievement:***
- *Successfully driven and achieved ISO/IEC 27001:2013 certification for the organization.*
- *Successfully completed the 1ˢᵗ year review audit of ISO/IEC 9001:2015 certification. ●Achieved IT operational cost reduction by embracing better technologies, negotiating better rates with existing venders at higher SLAs.*
- *Seamless clearance of Vulnerability Assessment Penetration Testing for both software application & IT Infrastructure with ZERO NCs.*
- *Initiated the requisite controls towards COPC Certification which is the most prestigious recognition in the industry for any customer experience operation.*

As a CISO and Head of Information Technology at VGM Consultants Private Limited, I was responsible for:

➢ Establishing and maintaining the enterprise vision, strategy, and program to ensure information assets and technologies are adequately protected. Lead the team in identifying, developing, implementing, and maintaining processes across the enterprise to reduce information and information technology (IT) risks.

➢ Identifying, evaluating, and reporting on legal and regulatory, IT, and cyber security risk to information assets, while supporting and advancing business objectives.

➢ Developed Enterprise level information security framework of Policies, Procedures, and guidelines to establish governance and build knowledge.

➢ End-to-end Salesforce.com implementation (Greenfield project), including but not limited to supervising needs assessment & use case creation, SFDC Implementation & customization, Force.com development, integration with disparate CRM, accounting & legacy systems, Data migration & modeling, SFDC customization at all levels - GUI, Database, Infrastructure, Logic, process mapping. Setting up remote SFDC administration.

➢ Manage the budget for the information security function, monitoring and reporting discrepancies.

➢ Lead the information security function across the company to ensure consistent and high-quality information security management in support of the business goals.

➢ Facilitate a metrics and reporting framework to measure the efficiency and effectiveness of the program, facilitate appropriate resource allocation, and increase the maturity of the information security, and review it with stakeholders at the executive and board levels.

➢ Create a risk-based process for the assessment and mitigation of any information security risk in your ecosystem consisting of supply chain partners, vendors, consumers and any other third parties.

➢ Coordinate the development of implementation of incident response plans and procedures to ensure that business critical services are recovered in the event of a security event; provide direction, support and in-house consulting in these areas. Improving the quality and stability of IT infrastructure measured by SLAs.

➢ Establish and maintain the IT Budgets CAPEX and OPEX.

➢ Prepare and have IT Statutory Audits conducted with zero major non-conformities.

➢ Establish and manage the IT Licenses (ensure no piracy, copyright infringement & risk of reputation loss).

## Independent ICT Advisor & Consultant (by choice)          01 April 2018 - 26 August 2020

In the 26 months tenure of working independently as an IT advisor and consultant, I was providing IT consulting and advisory support to clients in the US and EMEA geography via various online engagements with portals like remote.com, cto-as-a-service.io, ctoasaservice.org et al. I had executed projects involving:

- **Aligning the IT infrastructure and services** with the business strategy of a Retail house while balancing organizational considerations, current technology architecture, business priorities, and operational processes focused on current technology trajectories. ($8000 contract)
- **Developing and setting direction** for infrastructure standards and related cloud technology initiatives for a textile manufacturing organization. ($5500 contract)
- Have played a **collaborative role in proposing technology capabilities in support of business strategic roadmaps**, optimizing the Client's technology architecture for cost and operational efficiencies, evaluating the integration of third-party technologies and creating a supporting technology strategy including managing and executing technology solutions that are strategically focused on maintaining the reliability and functionality that is essential to both internal and external constituents.
- **Analyzing the existing disaster recovery and business continuity processes** for a Dubai based Audit Firm and implementing requisite correctives. Run mock DR drill.

## Tagwings Technologies Pvt. Ltd., Mumbai          01 September 2016 - 31 March 2018

(Start-Up Company | Bootstrapped | Company shutdown due to impact of demonetization policy on Family business)

► Chief Technology Officer (CTO)

- Reporting to CEO

TagWings Technologies was a new-age IT Organization that built& delivered quality solutions to its clients. Their competitive advantage was in framing customized delivery models that empathized on its client's needs & requirements.

As a CTO, I was responsible for:

- Running the entire day-to-day operations of the company.
- Perform Cost Benefit Analysis.
- Define and implement IT vision and roadmap at the global/enterprise level in line with the organization's vision. Build cost-effective and scalable solutions that support business growth.
- Leverage relationship management skills to build strong relations with vendors to reduce costs, improve support/service, and support strategic goals.
- Provide technology leadership to lead and guide the team for entire gamut of IT operations management including application development, infrastructure management, network management, and security management.

## Bhilai Engineering Corporation Ltd., Mumbai          22 April 2014 - 31 August 2016

► Group Chief Technology Officer (Group CTO) - HO + 32 Manufacturing Plant locations
*Group CTO for 3 different industry verticals* – Fertilizers, Heavy Engineering and Milk Packaging.

- Reporting to Managing Director

Responsible for Technology and Service Delivery. Spearhead the entire customer base building through established industry network. Create professional services framework and manage the team.

Responsible for technical vision and leading all aspects of technology development aligning these with the strategic direction and growth objectives of the company.

Lead the strategy for technology platforms, partnerships and external relationships as well as building and managing the application technology team. Focus on understanding and ensuring organizational adherence to technical standards. Evaluate new services, technology offerings, and strategic partnerships to fulfil customer application requirements.

**Key Deliverables:**
- ERP Implementation - *Hands-on experience in implementation of ERP – Dynamics NAV 2013 R2 (Navision), FACT ERP NG, IFS Applications, FOCUS*
- ERP - Centralized Management Dashboard with Analytics for the entire group
- ISO 27001 & ISMS Implementation
- Technology Requirement fulfilment
- Network Management + Database management + Application management
- Server & Data centre management + Transaction monitoring and management
- Multicasting operation monitoring management Exchange support management
- Complete ITIL services for remote management (event / problem and change management)
- Services desk management integrated to above framework
- Support implementation of CA tools, SalesForce Automation, Automation Anywhere

## Barclays Bank PLC. (on 3rd party payroll of Nucsoft Ltd.), Mumbai      March 2012 - April 2014

► Senior Manager - Technology Management
- Reporting to Director

I was assisting *Barclays Bank Plc*. in their **strategic restructuring initiatives** at India in the capacity of **Program Manager** with key focus on infrastructure projects (New Fit / Build–out, extending facility, restructuring). Successfully completed six major projects each spanning over 4 months tracked over baseline cost and schedule and advising on technology-enabled transformation programs.

## EARLIER POSITIONS HELD

**February 2009 – February 2012      Nucleus GIS & ITeS Ltd., Mumbai**

Associate Vice President / Head - Technology (Reporting to CEO)

**March 2007 - January 2009      CapGemini Consulting India Pvt. Ltd., Mumbai**

| October 2007 - January 2009 | Service Delivery Manager - IT Infrastructure |
| March 2007 - October 2007 | Project Manager - IT Infrastructure |

**September 2006 - March 2007      Shinsei Bank (via VirStra i-Technology Services Ltd., Pune)**

Project Manager - IT Infrastructure (Planning Team) & Organizational Sizing Expert

**February 2006 - August 2006      Hexaware Technologies Ltd., Mumbai**

Infrastructure Architect and Technical Project Manager (Remote Infrastructure Management)

**July 1997 - February 2006      S. K. International, Mumbai**

| November 2000 - February 2006 | Internet Specialist (Asst. Manager) (Internal Promotion) |
| July 1997 - November 2000 | Senior Customer Support Engineer |

**June 1996 - July 1997      Datapro InfoWorld, Mumbai**

Customer Support Engineer (hired via Campus selection)

## EDUCATION

| Course | Details | University / Board | Grade | Year |
|---|---|---|---|---|
| PG Certification | Crisis Leadership: Navigating through Difficult Times. The 3-day program teaches upper & senior-level executives how to strategically manage complex situations where the stakes are high. Participants learn how to avoid making bad leadership decisions under pressure and how to leverage the situation to remind stakeholders, their teams, and themselves of their core values. Executives also identify how to learn from a crisis, walking away better equipped to lead through the inevitable challenges of tomorrow. | Columbia Business School | Certificate | 2015 |
| Graduation | Bachelor of Engineering: Electronics and Telecommunication | Mumbai University | 67.22% | 1996 |
| 12th | All India Senior School Certificate Examination (10+2): Science | C.B.S.E. | 72.00% | 1992 |
| 10th | Secondary School Certificate (S.S.C.) | Maharashtra State Board | 66.67% | 1990 |

## CERTIFICATIONS

CCISO, CEH, CISSP, JNCIE-SEC, PRINCE2, PMP, MCSE+I, MCSE

## OTHER IMPORTANT PII DETAILS

| | |
|---|---|
| Total Experience: | 26 years 7 months |
| Present Location: | Mumbai, India. |
| Latest CTC: | Indian Rs.33,60,000. (Inclusive of Variable component of Indian Rs.5,60,000.) |
| Expected CTC: | Domestic: Indian Rs.46,00,000. Negotiable. |
| | International: As per geographic standards and salary for the position |
| Notice Period: | 2 months. Can start from 15th April 2023. |
| Last Reporting to: | Co-Founder & CTO |
| Team Size handled: | Max handled 105 direct (25 on-payroll + 80 off-payroll). Current - 11 |
| Date of Birth: | 26 May 1975 |
| National ID No. (PAN): | A G U P R 4 6 9 1 N |
| Passport Number: | N 6 3 4 3 7 0 5 (Place of Issue - Thane, India. Date of Expiry - 31 January 2026) |

## Memberships of Professional Organizations

*Below are few volunteer activities aimed at contributing back to the society*

ICTTF - International Cyber Threat Task Force

Proud Member of ICTTF

Jul 2021 – Present

Cyber threat actors depend on communities of "cyber bad guys" in order to operate, those dark trust networks are a key to their success of establishing a trillion-dollar underground economy.

The ICTTF believes "It Takes a Network to Defeat a Network" our mission is to create a community of "cyber good guys" working together to defeat "cyber evil" in all its forms.

At ICTTF, we believe this is best achieved through collaboration, innovation and sharing knowledge. Continuous learning is the key weapon against cyber threats and is part of establishing a cyber-secure culture in organization's and across society.

Link to Profile: https://community.icttf.org/profile?id=612e3932f3d4476a46472ab9

Della Leaders Club (an invitation only membership club)

Global Honorary Member - Security & Cyber Security Committee - Mumbai Chapter

Mar 2021 - Present

Della Leaders Club is the World's 1st Business Platform that brings people together to positively impact the world. A global community of Entrepreneurs, Professionals, & Young Leaders, DLC aims to be a catalyst in transforming a Life of Success into a Life of Significance. In March 2021, I was invited to be a Honorary Committee Member in Security & Cyber Security Committee.

This is a volunteer activity aimed at contributing to the industry.

Link to Profile: https://dellaleaders.com/v3/profile/nilesh-roy

CyberEdBoard Community

Executive Member

April 2021 – Present

I have been invited to be a part of the prestigious CyberEdBoard Community.

CyberEdBoard is a private, community-driven ecosystem for influential security leaders to enhance professional brands, exchange critical insights and connect with peers and resources worldwide.

Link to Profile: https://www.bankinfosecurity.asia/profiles-in-leadership-nilesh-roy-spocto-a-18237

EC-Council

Proud Member of EC-Council CISO Advisory Board

Feb 2021 – Present

I have been invited to be a part of the prestigious EC-Council CISO Advisory Board.

The EC-Council Advisory Board for CCISO is comprised of prominent Industry leaders and top Threat Intelligence professionals from a diverse range of industries and globally-known brands. Their voices serve as an invaluable guidepost to help EC-Council in building new initiatives for Information Security management.

Link to Profile: https://www.eccouncil.org/international-advisory-board-for-cciso/#apac

*I am a strong influencer, able to get buy in from stakeholders & subordinates alike.*

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