**NATALIE CHIN**

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**INFORMATION AND OPERATIONS RISK manager**

Accomplished **Information and Operations Risk Manager** with proven track record in business systems management, forging creative partnerships, and developing innovative technical solutions and strategic planning for people and their organizations. Adept at project and business management. Self motivated, analytical, organized and highly efficient. Earned reputation for being dependable and delivering results on time. Develops teams, coaches and shares knowledge. Communicates effectively with all levels of management.

**KEY SKILLS**

 Operational Transformation Operational Risk Management Problem Solving

 Information Security Strategic Planning Change Management

 Productivity Enhancements Team Building Talent Development

 Process Improvement Regulatory and Compliance Program / Project Management

**TECHNICAL SKILLS**

 Information Security Tools Database (SQL, Business Object) SharePoint Development

 Log Analysis Tools Project Management (JIRA, Clarity) Desktop Publishing tools

 Microsoft Office Professional Microsoft Project Microsoft Visio

**PROFESSIONAL EXPERIENCE**

**JPMorgan Chase**, New York, NY 1993 to 2015

**Global Security and Investigations (GS&I)*, Vice President* 2011 to 2015**

***Business and Program Manager*** *2014 to 2015*

Oversaw and managed the operations of over 745 Global Security and Investigations (GS&I) employees to ensure that over 200,000 employees globally are protected and secured.

* Developed, implemented and oversaw the execution of the GS&I Change Management Program to ensure all changes were assessed, planned, prioritized, communicated and implemented with highest standard of quality and employee readiness globally.
* Oversaw over 100 major initiatives and organizational projects from inception to completion, including business improvement initiatives, strategic intelligence initiatives, cross-functional Risk Control Self Assessment related projects, and regulatory response initiatives.
* Enhanced and generated Executive Monthly Reporting to capture financial outlook, risk and controls, human capital, and key initiatives progress to provide the proper level of transparency on key organizational efficiency and productivity.

***Communication, Development and Business Manager*** *2012 to 2014*

Identified and implemented programs that publicize over 200 employees Global Security and Investigations’ (GS&I’s) Investigative Services Division’s (ISD) efforts within the firm and provide awareness on fraud related issues.

* Managed all regulatory and audit responses, including process, procedures, and training documentation to ensure compliance with all audit and external regulatory agencies requirements.
* Oversaw the Operational Process Transition Working Group to ensure the proper transition efforts between Global Investigations and Retail’s Fraud Compliance, Operations & Investigations covering Change Management, Policies and Procedures, Training, and Communications.
* Developed concepts, edited, published and distributed monthly Global Fraud Management Bulletins to publicize investigators, global fraud issues, and accomplishments to 2000+ employees.
* Developed the on-boarding process with the corporate Learning Management System training curriculum to ensure that all new hires have proper training, and are in compliance with all controls.
* Developed and managed the GS&I Summer Internship Program in partnership with Human Resources, Finances, and departmental managers to develop over 30 college students.
* Conducted over ten external team activities to promote team building, development and productivity.

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***Program Manager and Business Analyst*** *2011 to 2012*

Oversaw and managed operation metrics for over 745 Global Security and Investigations (GS&I) employees to ensure that suspicious reporting was tracked and monitored and assisted in the development and requirements of the new Case Management System.

* Developed and automated monthly reporting to assist over 150 managers and investigators to understand operational trends and analysis to understand their operational numbers and Suspicious Activity Reporting (SAR) filing for their groups, which is regulated by the Office of the Comptroller of the Currency.
* Generated business requirements for the new Case Management System to ensure documentation of workflows and proper requirements for over 7,000 facilities and over 150 investigators to improve investigations tracking, suspicious activities and other physical security issues.

**Computer Security Incident Response Team (CSIRT)*, Vice President* 2005 to 2011**

***CSIRT Incident Response Manager and Business Manager***

Provided quick and efficient response to security incidents globally including incident assessment, prioritization and triage, coordination of technical teams and third-party vendors, communication to stakeholders, recording and tracking of incidents, root cause analysis, and gathering of forensic evidence for law enforcement.

* Managed and performed quick and efficient incident responses for over 400 information security incidents annually, ranging from denial of services cases to lost and stolen device cases.
* Designed and developed the Cyber Security Team's centralized SharePoint repository to enforce one consistent methodology of investigation.
* Trained, managed, and tracked transition of abuse mailbox, containing an average of 3,000 emails per day, from six CSIRT incident handlers to Credit Card Customer Service Unit in India.
* Developed a Lost/Stolen Equipment Process to ensure that BlackBerry devices and laptops were encrypted to lower the risk on lost/stolen equipment, which averaged over 100 investigations per month.

**Corporate Sector Information Risk Management*, Vice President* 1999 to 2004**

***Technology/ Information Risk Manager and Business Resiliency Manager***

Provided information security and business continuity support for Corporate Human Resources, Legal and Compliance, Marketing and Communication, and Real Estate Business Services (over 2000+ employees).

* Developed one of the first Information Security awareness training programs to ensure communication within the Corporate Sector groups, monitored the action plans developed, addressed non-compliance issues and worked closely with internal and external regulatory partners.
* Generated and developed standards and processes for over 100 application developers to identify and prioritize technology risk components and profiles.
* Conducted over 15 on-site reviews of key technology third party providers to ensure federal compliance.
* Conducted, documented, recorded and tested impact analysis and Disaster Recovery/Business Continuity plans for 4 Lines of Businesses, including September 11th and Northeast Blackout incidents, to ensure clear and effective risk ownership, oversight and assurance.

**Information Technology Associate Program (ITAP), Associate 1998 to 1999**

Twelve-month entry-level program with classroom training and job rotations with the systems departments, established to prepare the Associates as systems developers. Developed applications in Lotus Notes, SQL and Visual Basic.

**Thomas G. Labrecque Smart Start Scholarship Program, Associate 1993 to 1997**

Four-year scholarship and development program awarded to select New York City High School seniors, which include yearly job rotations and formal classroom training. Worked in Federal and Domestic Reconcilement, General Audit department, Global Help Desk and Global Investor Services’ Account Opening department.

**Education**

BROOKLYN COLLEGE, CITY UNIVERSITY OF NEW YORK, Brooklyn, New York

**Bachelor of Science**, **Major:** Computer Information Science, 1998

**Professional AFFILIATIONS**

Asians Pacific Islanders Reaching for Excellence (AsPIRE) Employee Networking Group 1998 – 2015

Founding Member, Tri- State Chapter Communications Chair, Tri-State Treasurer

APIA Corporate Leadership Network, Founding Member and Vice President 2002 – 2006

Contingency Planning Exchange, Communication Committee Member 2000 – 2011

Information Systems Security Association, Member 2000 – 2011