



## SPEAKERS PROFILE

---

# Visa Asia Pacific Card Vendors Conference 2006

## Singapore, Swissotel The Stamford - 27 to 28 June 2006

---

The following industry experts are presenting at the conference. Speakers' profiles are added as they are being submitted.

### **Craig Glendenning**

*Director Chip Platforms and Vendors  
Visa International Asia Pacific*

Craig Glendenning joined Visa International in March 2003 as Director Chip Platforms and Vendors within the Visa Asia Pacific region. He is responsible for the development of chip infrastructure in Asia Pacific, including GlobalPlatform cards and terminals, personalization systems, EMV test laboratories and key management. He works closely with the regional vendor community to develop contactless opportunities and other chip related technology platforms.

Craig has spent 15 years in the smart card industry, and has gathered a wealth of experience from the banking and card payment sector, as well as vendor and card association environment.

Prior to joining Visa, Craig worked for Commonwealth Bank of Australia. He held a series of technical and business management positions, involved in the development and implementation of CBA's security, payment and smart card based initiatives. One of Craig's significant achievements was the development of the smart card based branch security system, Bpay and automated payment project.

### **Karen Gullett**

*Senior Vice President  
Global Brand Management  
Visa International*

Karen Gullett is Senior Vice President of Global Brand Management at Visa International and is responsible for brand identity strategy and tools, brand education, innovation and global marketing. Among other current initiatives, Karen is spearheading implementation of the new Visa brand architecture. Karen joined Visa International in 1999 as Vice President, Global Brand Management.

Before joining Visa, Karen served as senior branding consultant with Landor Associates. While at Landor, the world's pre-eminent identity consultancy, she led branding efforts for numerous service-industry clients including Visa, Bank of America, Barclays Global Investors, Kaiser Permanente and Old Navy.

Karen has spent over twenty years building some of the world's most pre-eminent brands. She began her career at Procter & Gamble in brand management with the Beverage Division. She learned the basics of package goods marketing on Folger's Coffee, gaining valuable brand development experience with P&G's decaffeinated coffee and Citrus Hill, P&G's venture into the orange juice category.

In addition, Karen led account teams at a number of prominent advertising agencies. At Needham & Harper she worked on the Clorox account. At Leo Burnett, she was an instrumental member of the McDonald's team, with responsibility for Ronald McDonald advertising, on-site Ronald programs and the Happy Meal efforts. At Bozell Dallas she helped launch J.C. Penney's award-winning "We've Changed" campaign.

### **Katherine Mah**

*Regional Customer Manager  
Multi-National Customers  
DHL Express, Asia Pacific*

Katherine Mah is the Regional Customer Manager for DHL Express. Her portfolio includes managing the key Financial Services and Electronic Equipment MNCs across Asia Pacific. She has been with DHL for more than 4 years, and had previous experience in mobile IT and telecommunications, logistics distribution and supply chain, with predominant focus in banking technologies and solutions implementation for the key retail bankers prior to joining DHL.



### **Ivan Mak**

*Director, Marketing and Business Development*

*Financial and Smart Card Solutions*

*Datacard Asia Pacific*

Ivan has been working in the Information Technology industry for more than 15 years, with more than 10 years in the smart card industry. He joined Datacard Asia Pacific in August 2000 and has been involved in various implementations of EMV smart card solutions projects for financial institutions in the Asia Pacific region.

Before joining Datacard, Ivan was the Manager, Emerging Technologies of Visa International Hong Kong Office managing the chip card initiatives including Visa Cash and Visa Open Platform (now called GlobalPlatform) card projects. He has also worked in Hypercom Asia as a Project Manager managing the World First EMV smart card project in Hong Kong. Ivan has a Master of Science Degree in Electronic Commerce.

### **Agnes Ng**

*Manager, Card Vendor Program Visa Payment Security Services*

*Risk Management*

*Visa International Asia Pacific*

Agnes Ng has been working in Visa International for more than 13 years. Over the years, Agnes has been in the forefront of card design and card vendor audit. She manages the regional card design program and emergency replacement card program since 1997. In 2003, Agnes was given the responsibility for conducting annual card vendor physical security reviews.

Agnes was awarded an ACE award and a Certificate of Recognition for her contributions to the successful launch of the Visa Translucent in 2001 and Visa Minicard in 2004. Agnes holds a bachelor degree in Business Management from the Royal Melbourne Institute of Technology (RMIT) University.

### **Don Ng**

*Gateway Security Field Director, Asia Pacific*

*Symantec*

Don Ng is the Gateway Security field director of Unified Threat Management appliances in Asia Pacific at Symantec. Serving as an evangelist in product marketing, he engages in direct consultations with customers and channels to build scalable enterprise perimeter security architectures.

Don joined Symantec this year, bringing along with him subject matter expertise in the fields of gateway security and enterprise security architecture. Prior to Symantec, he worked with a regional security setup with operations across South Asia for the four years where he was responsible for the management of key client accounts and acquired strong regional experience.

Don is a Certified Information Systems Security Professional (CISSP) and is a member of several professional security associations, including the Security and Information Integrity Special Interest Group, SIG2. At SIG2, he serves as the Director for the Centre of Competency and steers the development of the formal evaluation criteria for security technologies and courses. He also leads regional collaborative efforts to raise the level of security awareness in the IT industry.

Don graduated from Deakin University, Melbourne, Australia with a degree in Computer Science and Software Development.

### **Ingo Noka**

*Head of Visa Payment Security Services*

*Risk Management*

*Visa International Asia Pacific*

Ingo Noka joined Visa Asia-Pacific in June 2001. He leads the regional Payment Security Services team, responsible for the security of new products and payment technologies as well as managing security programs such as PIN Security, Card Manufacturer Certification and Account Information Security.



## Jeffery Tay

*Manager, Third Party Assurance  
Visa Payment Security Services  
Risk Management  
Visa International Asia Pacific*

In April 2005, after 5 years of experience in information technology and information security, Jeffery Tay joined Visa Asia Pacific. Jeffery Tay currently oversees the information security assurance for Visa third party vendors and the physical security for the Visa office and Operation Center in Singapore. He also acts as an advisory to the other Visa country offices located round the region on physical security issues.

Prior to this position, Jeffery managed the Technology Security function in Prudential Assurance Company Singapore. He was responsible for leading the Technology and Operation team on information security matters and internal and external audits. In that role, he successfully completed the electronic signature and Sarbane-Oxley projects for the Technology function.

Jeffery holds a Bachelor degree in Computer Science from Queensland University of Technology, and a Masters degree in Computing Science from National University of Singapore. He is also a Certified Information Security Auditor (CISA) and Certified Information Systems Security Professional (CISSP).

## Jim Yip

*Senior Regional Product  
Manager, Enterprise Security  
SafeNet*

Jim Yip has over 15 years of product development, product management and marketing experience in the network security, digital rights management and mass market software industry.

Prior to joining SafeNet, Jim was a product manager at Avery Dennison Corp, where he was responsible for its entire printing software product line. Earlier, Jim holds various engineering and product management positions at Rainbow Technologies, a leading provider of the information security solutions, where he successfully launched many innovative solutions to the global market place.

Jim received his Bachelor's degree in Electrical Engineering from University of California and his MBA from University of Southern California.