

Nicholas Johnson

Ethics & Compliance Leader

nicholasericjohnson.com | linkedin.com/in/njohnsone263

Dynamic compliance and ethics leader with 10+ years of experience building, scaling, and maturing enterprise ethics and compliance programs. Specialized in DOJ ECCP-aligned governance, sensitive investigations, board-level reporting, and responsible AI governance. Demonstrated expertise in program architecture, policy governance, and multi-jurisdictional regulatory compliance (FCPA, UK Bribery Act, SEC, DOJ/FSG). Certified Compliance and Ethics Professional (CCEP). MS Management & Leadership; BS Business Management.

Experience **TTEC Holdings, Inc.**

Director, Ethics & Integrity Management | May 2023 – Present | Minneapolis, MN (Remote)

Leads DOJ ECCP-aligned global ethics program for 50–72k employees across 17 countries. Partners with General Counsel, Chief Compliance Officer, Chief Risk Officer, and Audit Committee to drive program governance, strategy, and execution.

- **Governance & Board Alignment:** Prepares quarterly materials and delivers Board Audit Committee presentations on program progress; administers executive ethics steering committee; advises C-suite and senior leaders on emerging risks and policy direction.
- **Investigations & Risk Management:** Manages ethics hotline, case triage, and data analysis; conducts highest-sensitivity investigations; supports calibration of global investigations team; ensures effective incident response, employee support, escalation, and retaliation prevention in partnership with HR and employment counsel.
- **Policy & Program Architecture:** Develops enterprise ethics risk assessment; oversees policy governance (codes of conduct, supplier code, conflicts of interest, gifts & entertainment, etc.); supports third-party due diligence and training/communications strategy.
- **Responsible AI Governance:** Chairs Risk & Legal department's Artificial Intelligence adoption initiative; leads policy drafting, steering principles, and organization adoption of AI tools; teaches AI governance skills and presents use cases to internal and external audiences.
- **Program Growth:** Expanded program capabilities and increased headcount in resource-constrained environment, driving strategic improvements aligned with risk profile and industry best practices. Developed TTEC's first standalone ethics risk assessment at no external cost. Published standalone Supplier Code of Conduct and global policy readability standards. Hosted peer roundtable with Ethisphere CEO.

Workday

Senior Manager, Ethics & Compliance Program | Jun. 2022 – Nov. 2022 | Pleasanton, CA (Hybrid)

Managed revisions of corporate legal policies (employee, partner, and supplier codes of conduct) to align with evolving international regulatory requirements. Delivered companywide engagement initiatives including employee onboarding and annual Integrity Week campaign.

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Adobe

Manager, Ethics & Compliance Training | Sep. 2021 – Jun. 2022 | San Jose, CA (*Hybrid*)

Owned ethics and compliance training as a core risk management control area. Designed and managed delivery of curricula aligned to regulatory requirements (conflicts of interest, gifts and hospitality, code of conduct, ABC/FCPA, hotline, DOJ/FSG, SEC) and adult learning best practices. Managed scheduling, recordkeeping, and effectiveness metrics.

JetBlue

Senior Analyst, Ethics & Compliance | Jan. 2018 – Sep. 2021 | New York, NY (*Hybrid*)

Built ethics and compliance program strategy and governance infrastructure for NASDAQ-listed public company (23,000+ employees), managing policy architecture, insider trading prevention, and board-level reporting."

Managed governance of corporate policies; conducted benchmark reviews and published revisions. Provided subject-matter expertise on anti-bribery & corruption, hotline, corporate code of conduct, gifts and entertainment, insider trading prevention, conflicts of interest, and related persons transactions. Prepared compliance metrics, annual assessments, and materials supporting senior leadership and Audit Committee oversight.

Analyst, Inflight Regulatory Standards | Jul. 2015 – Dec. 2017 | New York, NY (*Onsite*)

Developed regulatory compliance policies and procedures for inflight operations (4,800+ employees) aligned with FAA, DOT, and international aviation authorities. Led preparation for IOSA and DOD operational compliance certifications. Administered fatigue risk management program, achieving 40% reduction in fatigue-coded callouts.

Compass Airlines

Specialist, Inflight Policy & Compliance | Jan. 2015 – Jul. 2015 | Minneapolis, MN (*Onsite*)

Managed compliance with aviation regulatory requirements and company policies for inflight operations. Conducted audits and collaborated with vendors, union representatives, and corporate leadership.

Specialist, Inflight Policy & Compliance | Jan. 2015 – Jul. 2015 | Minneapolis, MN (*Onsite*)

Frontline role managing passenger safety and service delivery in regulated environment; transitioned to training and curriculum development, and later compliance specialization.

Education **Master of Science, Management & Leadership** | Western Governors University

Bachelor of Science, Business Management | Cardinal Stritch University

Certification **Certified Compliance and Ethics Professional (CCEP)** | Society of Corporate Compliance & Ethics