Clarence V. Francis Jr.

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512-521-1821

Summary

Highly skilled Sr. IAM Engineer with 6+ years of experience in managing, implementing, and supporting identity and access management systems. Proficient in SSO, MFA, Active Directory, Azure AD, and CyberArk. Adept at designing and integrating IAM solutions, ensuring confidentiality, integrity, and availability of systems and data. Proven track record of improving efficiency, scalability, and compliance while maintaining service availability. Strong technical expertise, excellent problem-solving abilities, and a passion for continuous improvement. Committed to driving innovation and delivering best-in-class IAM solutions.

1. Designed and implemented SSO, MFA, and Zero Trust solutions, improving user authentication security by 25% and reducing unauthorized access incidents by 15%.
2. Managed user access provisioning and lifecycle management, reducing provisioning time by 30% and enhancing the user onboarding experience.
3. Implemented resilient cloud deployment architecture to ensure compliance with SOC2 regulations and achieve a 20% improvement in system efficiency.
4. Ensured high availability and performance of IAM systems, meeting SLAs with a 99.9% uptime and reducing system downtime by 15%.
5. Collaborated with cross-functional teams to integrate SSO and user registration systems, resulting in seamless user experiences and a 20% increase in user adoption.
6. Successfully participated in periodic SOC2 audits, contributing to the completion of audits and maintaining compliance with security and regulatory standards.
7. Developed and maintained operational runbooks for IAM systems, optimizing deployment and maintenance processes and reducing troubleshooting time by 25%.
8. Experienced in Python scripting to pull and validate user profiles and other data, as well as, Linux, PowerShell, active Directory and Quest tool sets.

Work Experience:

Dell Federal Austin, TX

Cybersecurity Access Management Engineer & Operator/ Cybersecurity Investment Projects Consultant

January 2021 to August 2023

* Configured, updated, and installed CyberArk with the overarching goal of securing Dell federal network.
* Scripted where necessary to achieve connection with Linux, Windows, and AD controls.
* Ensured that all role-based Access projects were delivered on-time, within the global scope of Add/Removal as needed.
* Generated report data for compiling SQL Database for access mitigation.
* Responsible for global tracking and managing of access compliance work, including audit controls for technical access.
* Coordinated internal resources and tracked compliance to internal and auditory standards for access controls.
* Structured clients' Active Directory (AD) and Shared File System environment.
* Worked with clients' Data Management and Information Security teams to maintain a clean and healthy access structure for our Shared File System.
* Maintained a Least Privilege Access model for the files held within.
* Assisted with reviews and mitigation of Share File System to ensure files and access controls meet Information Security Standards.
* Coordinated with multiple global teams to mitigate files or access privileges out of compliance.
* Generated reports to identify usage of files within specific directories to speak to who, when, where, and why a given file can or is accessed.
* Other duties as requested.

PayPal Austin, TX

IAM Business Systems Analyst IV

February 2019 to January 2021

* Ensured that all role-based Access projects were delivered on-time, within the global scope of Add/Removal as needed.
* Generated report data for compiling SQL Database for access mitigation.
* Responsible for global tracking and managing of access compliance work, including audit controls for technical access.
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* Other duties as requested.

ERCOT Taylor, TX

User Identity & Access Management Analyst

Nov 2016 to June 2018

* Planned, coordinated, integrated, evaluated, and ensured the success of the information technology (IT) IAM program.
* Performed analysis and diagnosis of client issues.
* Configured Access Role-based Access for Managers, Administrators, and Users to interface and ensure appropriate legitimate access.
* Developed and executed IT projects to support business customers as IT Service Delivery point of contact.
* Reported assessments in daily stand-up meetings.
* Controlled and prioritized workflow using Remedy ARS requests.
* Monitored and performed Active Directory maintenance.
* Monitored IT Access Management mailbox for troubleshooting/miscellaneous issues development and tracking.
* Managed the development or implementation of IT plans and procedures and ensured appropriate product-related training and documentation were developed and made available to customers and business units.
* Controlled and prioritized (NERC) access request flow using Atlassian JIRA.
* Performed reporting and analysis of onboarding of Employees/Contractors, inclusive of tracking and monitoring.
* Managed Sun Java IDM (Role-based Access).
* Performed SSAE16 and NERC QAR reporting, using Python scripting to pull and validate user profiles and other data, as well PowerShell and active Directory
* Performed Job Change Monitoring and analysis as well as infrastructure Access Review and remediation.

Education:

* Strayer University: GPA: 3.8 September 2017 to December 2019 Bachelor of Science in Information Systems Concentration in IT Project Management.
* CyberArk Certification number 1763104 September 2022
* New Horizon: Total Credits: 96 hours GPA: 4.0 February 2016 to August 2016 Security plus\ Network plus.