

Gerald Jeyaraj

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SERVICE ARCHITECT | IDENTITY AND ACCESS MANAGEMENT | CYBERSECURITY.

Professional Profile

Highly reliable Service Architect, Identity and Access Management (IAM) and Cybersecurity expert with 15+ years' leadership experience. Demonstrated ability to mentor, influence, and partner with engineering teams to deliver scalable, robust solutions. Offer a deep understanding of application security, vulnerability management, and control compliance. Open to new opportunities!

Career Highlights

- **Developed IBM's own Load Balancer and proxy service post-Kyndryl separation** by collaborating with Kyndryl architects on F5/AVI environments, resulting in a streamlined MVP architecture that reduced tooling footprint by 50%.
- **Integrated Kyndryl's main application functionalities into a new ServiceNow scoped app**, a consolidated Front End Service tool, that maintained functionality with a 60% reduced workforce for more efficient operations.
- **Migrated web proxy environment** successfully accommodating all users and vendors by **architecting** a redundant Web reverse proxy environment with Security Verify Access Management, ensuring optimized web traffic management.
- **Transitioned web access** for business Partners from legacy Data center-based servers to cloud-based appliances, identifying and configuring domains for ISVA proxy, and Palo Alto firewall, enhancing access control.
- **Led the implementation of IAM solution** for controlled vendor and business partner access to IBM resources, designing over 1000 ISAM junctions and 2000 ACLs, providing granular access control, and supporting 250+ IBM Vendor Partners effectively.

Professional Experience

Service Architect, IBM, Connecticut, US Front End Services...

2020 – Present

- Architected and transitioned Front-End services that included F5 Big-IP LTM, GTM, and AVI GSLB components, ensuring seamless migration of over 1k critical business applications with zero downtime despite challenges in collaboration.
- Directed the design and development of the Service-Now based Front End Service tool, a solution with a 50% reduced tooling footprint to operate the service with a 60% reduced workforce.
- Collaborated with DevOps and executive technology stakeholders and developed cybersecurity strategies and policies to define best practices, tools, and roles for application security, conduct cyber risk assessment, and establish network access controls, including vulnerability assessments, and remediation.
- Led and mentored the operation team on hands-on changes and issue resolutions to enhance their skills and knowledge of the F5/AVI environment resulting in a 35% increase in project completion speed and a 20% increase in overall productivity.
- Identified and defined, knowledge object inventories, such as architectural documents, runbooks, IPGs, processes, and artifacts, for architectural and operational clarity by collaborating with Kyndryl's Front End team.
- Spearheaded the adoption of IPv6 for Load Balancers, demonstrating leadership in modern networking standards.
- Drove numerous design thinking sessions, analyzed requirements, and completed strategic projects/project evaluations including Hybrid Cloud, automated certificate renewals, centralized upgrades, and modern database and storage technologies.
- Custom configured the Load Balancer configs to enable Persistence in the session using custom JSON scripts.
- Utilized ELK and Datalake for remote logging, enhancing security and operational visibility, and remediating security vulnerabilities and Prometheus and Grafana for monitoring, ensuring 99% high reliability of the proxy environment.
- Evaluated access methodology for BIG-IP with multi-factor authentication for running Ansible playbooks and REST API's.

NextGen Connect (NGC)...

- Developed a redundant Access Management Web proxy environment using IBM Security Verify Access (ISVA) to manage significant high-volume web traffic loads, ensuring DNS resolution for critical w3 domains.
- Enhanced appliance capabilities to support 200 Business Partners' access to IBM applications, integrating front-end F5 load balancers for optimal load distribution and ensuring data center redundancy.
- Performed POC from ISIM to ISVG and federated ISVA with IBM's identity providers (IDP), via SAML 2.0, facilitating mapping between the internal employ enterprise directory and the ISVA database for streamlined access management.
- Stayed informed about emerging cyber threats, industry trends, and regulatory changes.
- Expertise in Palo Alto Networks' next-generation firewall tools on Panorama to Monitor network traffic for threat detection.
- Utilized Splunk for remote log server, enhancing security and operational visibility, and remediating security vulnerabilities and Thousand Eyes for appliance downtime monitoring, ensuring 99% high reliability of the proxy environment.
- Led architectural redesign in response to the Kyndryl divestiture, creating a scalable identity structure to support over 100K future Kyndryl employees, showcasing strategic innovation.
- Managed the transition and maintenance of custom identities for Partner Connect, including middleware integrations, and directed the migration effort to NGC with detailed planning for web URL transitions for 196 Partner Connect groups.
- Orchestrated phased upgrades of ISVA across versions, minimizing user impact and maintaining continuous service during transition periods. Led the deployment of ISVA on OpenShift platform.

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Professional Experience continued

Identity & Access Management Solutions Specialist, ZSL Inc., (IBM), Connecticut, US

2003 – 2020

- Spearheaded the implementation of Identity Management by architecting IBM Security Access Manager (ISAM) solution, integrating it with IBM Security Identity Manager (ISIM) and LDAP to facilitate secure access for IBM's partners providing controlled access to IBM resources with strong domain knowledge of the entire IBM's Partner Connect infrastructure.
- Designed and implemented over 1000 ISAM junctions across multiple ISAM WebSEAL servers and established 2000 Access Control Lists (ACLs) on the Policy server, enabling access to thousands of IBM's internal applications for 10K+ users.
- Served as the primary contact for 250+ IBM's Vendor Partners, ensuring continued access amidst internal infrastructural and business changes, and managing complex Web applications including WebSphere Caching Proxy for 3270 application access.
- Led the engagement of the Identity Management solution team, leveraging domain knowledge to integrate ISIM with ISAM and LDAP, incorporating ID management and self-password reset functionalities for external Vendor Partner users.
- Managed the Provisional Policies to regularly onboard and offboard the vendor partners.
- Created and Implemented ISIM's Role Based Access Control, executing, tracking and overseeing the security process-related activities such as User ID management and ensuring compliance with security policies.
- Conducted regular planning for upgrades and migrations to supported component levels including Policy Servers, WebSEAL Servers, and LDAP, customizing LDAP attributes for seamless middleware integration.
- Gained expertise in web applications, middleware/services/APIs integration with ISAM, SSL Certificates, supported TLS protocols, and IT infrastructure, alongside Project Management, Governance, Risk, Compliance, and Agile Methodology practices including GitHub and JIRA.

For a complete career history, please visit [LinkedIn](#).

Education | Certifications | Affiliations

Sir M Visvesvaraya Institute of Technology, Bachelor of Engineering (B.E.)

IBM Cybersecurity Analyst Professional Certificate | IPv6 Corporate Training - Deploying IPv6 | Security & Privacy by Design (SPbD) @ IBM Foundations | IBM Security Essentials for Architects | Cognitive Architect Hands-on Workshop
Architectural Thinking | CISSP Crash Course and Boot Camp

Connecticut Tamil Sangam Inc., President, 2018 - 2020