

Shudansu Singh

Atlanta, GA

Email: shudhanshu.singh@live.com

Mobile: +1 404 382 0669

To be associated with an organization that would facilitate my growth professionally as well as individually.

EXECUTIVE SUMMARY

- ⇒ An incisive & result oriented professional with around 13+ years of experience in Team handling and technical analysis.
- ⇒ Currently associated with **HCL Technologies Limited** as *Consultant*.
- ⇒ Technical SME with 13+ years of extensive experience in the IT industry.
- ⇒ Implementing Privilege Access Management (PAM) Solutions **CyberArk, BeyondTrust, Bravura Security, Delinea** and Identity Governance and Administration (IGA) suite **SailPoint, Saviynt** for various projects.
- ⇒ Being part of the PAM Practice team (PAM CoE team) working on multiple short/long term projects in areas of greenfield PAM implementation, migration projects from on-prem to Azure and AWS, implementation of CyberArk privilege cloud.

PROFESSIONAL PROFILE

HCL Technologies Limited.

From September 2021 till date

Consultant (IAM)

- ⇒ Leading multiple projects to ensure delivery, supporting the team in challenging situations and development/customizations of the solution.
- ⇒ Professionally an expert of Privilege Identity and Access Management domain with hands on experience for multiple design and deployments projects, along with multiple review & gap assessment and enhancement projects which includes upgrades and addition of multiple components to the current design.
- ⇒ Evaluate the enterprise's IT landscape for the implementation of IAM solution to the customer environment.
- ⇒ Architect & design the Privileged access management (PAM) Solution within the client's IT environment.
- ⇒ Installation & Deployment of the Privilege access management solution for clients.
- ⇒ Managing team and handling projects end to end starting from due diligence, planning and deployment to handing over to operations team for management.
- ⇒ Working with a variety of operating systems and database platforms like Windows, Linux (Ubuntu, CentOS, Red Hat), UNIX, Netware, Oracle, SQL, PostgreSQL, Mongo, and DB2.
- ⇒ Component Health-Check, Monitoring of devices for availability and performance.

- ⇒ Worked on Secret Management solutions such as CP and CCP
- ⇒ Onboarded accounts related to different Databases (Oracle, Postgres) and Applications (Salesforce, Service Now, Ariba, SAP) using CP and CCP.
- ⇒ Developing custom connectors using AutoIT, PowerShell, Python, JavaScript, REST APIs JSON.
- ⇒ Developing the custom platforms custom attribute-mapping and policy scripts.
- ⇒ Integrating CyberArk solution with Azure SAML & SSO for authentications.
- ⇒ Working on various components of CyberArk such as Enterprise Password Vault (EPV), Disaster Recovery (DR), Privilege Session Manager (PSM), Privilege Session Manager SSH Proxy (PSMP), Central Password Manager (CPM), Private Vault Web Access (PVWA) and Private Ark (PA client).
- ⇒ Work on CyberArk REST API to automate various CyberArk tasks to retrieve various EPV reports, account onboarding and other tasks from EPV Vault.
- ⇒ Analytical and problem-solving skills to identify and remediate issues.
- ⇒ Work on CyberArk Identity suite to secure identities throughout the cycle of accessing any resource across any infrastructure, including hybrid, SaaS and multi-cloud.
- ⇒ Troubleshooting over a wide range of infrastructure issues caused IAM applications.
- ⇒ Provide 24/7 on-call rotation support for troubleshooting and remediation efforts related to the PAM solution.
- ⇒ Work on ticketing solutions Remedy, JIRA & ServiceNow for Incident, Request & Change Management for monitoring all task fulfilled on monthly basis.
- ⇒ Results oriented professional, recognized for taking on major initiatives, and adapting to rapidly changing environment and resolving mission-critical issues to ensure bottom-line success.
- ⇒ Vendor relationship management for various security tools to ensure training and certification of the team members.
- ⇒ Installed CyberArk Conjur Environment and stored secrets (Passwords)
- ⇒ Involved in integrating Jenkins with CyberArk conjur product.
- ⇒ Created custom annotation so Users can Just use our annotation to fetch secrets instead of changing code.
- ⇒ Involved in developing Spring Boot plugin (Vault) which can be used as a dependency in multiple spring boot applications.
- ⇒ Involved in fetching secrets from Conjur to connect with Docker, nexus from Jenkins.
- ⇒ Involved in enhancing Jenkins plugin for CyberArk.
- ⇒ Involved in integrating Terraform with cyberArk conjur plugin.
- ⇒ Integrated aws credentials with conjur for terraform integration.
- ⇒ Involved in creating CI/CD pipeline for spring boot plugin.
- ⇒ Created docker files to install java, Maven, Conjur and java application.
- ⇒ Created docker-compose files to install infrastructure for testing the plugin with sample applications.
- ⇒ Coordinate with Sale and presales team of creating of RFP and proposals.

- ⇒ Saviynt Identity Governance solution to meet customer requirements Design, deploy, implement, and integrate Saviynt with critical applications and infrastructure.
- ⇒ Follow approved life cycle methodologies, create documentation for design and testing.
- ⇒ Interact/coordinate with customers as required.
- ⇒ Configure and implement Saviynt IGA platform features, including role-based access control, user provisioning, de-provisioning, certification campaigns, and entitlement management.
- ⇒ Conduct testing and troubleshooting to ensure the accuracy and effectiveness of the implemented IGA solution.
- ⇒ Contribute technical specs to the Business Analysts on documentation of detailed functional and technical requirements.
- ⇒ Creating custom connectors on Java/J2EE to integrate various applications IGA tool.
- ⇒ Managing the Identity database using SQL/PLSQL for devolvement and troubleshooting the issue with application.
- ⇒ Reviewing the Access Request Workflow Development with various IDM products.
- ⇒ Developing the Web Services (REST/SOAP)
- ⇒ Reviewing & onboarding various applications in Saviynt.
- ⇒ Troubleshooting the user creation & birth rights issues with Saviynt.

Wipro Technologies Limited.

From September 2019 to August 2021

Technical Lead (IdAM)

- ⇒ Leading multiple projects to ensure delivery and support the team in multiple challenging situations and support in various development and customizations of the solution.
- ⇒ Worked as an SME for Privilege access management solution for various clients.
- ⇒ Managing team and handling projects onboarding and offboarding of target assets to the privilege solution.
- ⇒ Generating the reports from tool and customizing as per client's requirement.
- ⇒ Running the regular DNA Scan to identify the unmanaged privilege accounts within the environment.
- ⇒ Collaborate with customers and vendors on various critical issues.
- ⇒ Fluency in acquiring data securely from APIs creating and modifying data transformation required for business.
- ⇒ Collaborate to define access control, user entitlements, and user access policy management.
- ⇒ Maintain, configure, troubleshoot CyberArk EPM platform and policies.
- ⇒ Integrate with Beyond Trust password Safe & PRA for enterprise.
- ⇒ Defining the policies and procedures for users to access.

Genpact India Limited.

Manager (IAM)

From February to September 2019

Privilege Access Management: (Beyond Trust), SailPoint Identity IQ.

- ⇒ Planning and Implementing the PAM Solution (**Beyond Trust** UVM 6.8 password safe) within the enterprise environment.
- ⇒ Requirement gathering from various IT Support teams and incorporate with solution. Participate in POC and MSA with vendors and partners.
- ⇒ Send weekly progress reports to stakeholders and teams.
- ⇒ Implement and review test plans, data, and reports to ensure product complies with requirements.
- ⇒ Collaborate with customers and vendors to ensure high-quality products that adhere to schedule timelines and meet budget guidelines.
- ⇒ Coordinating with Various Stake Holders in enterprise to streamline the process.
- ⇒ Integrating a new application to SSO using the Okta.
- ⇒ Implementation, administration, and further development of the CyberArk PAM self-hosted infrastructure.
- ⇒ Implementation, administration, and further development of the Microsoft Identity Manager (MIM) infrastructure.
- ⇒ Implementation and administration of Microsoft Windows system environments and basic services such as Active Directory, Terminal Services, etc. (Windows Server 2016 - 2022)
- ⇒ Development/administration of connectors/interfaces for target systems
- ⇒ Support in the conception of detailed operating processes for the PAM environment.
- ⇒ Development and customization of join/move/leave processes for accounts
- ⇒ PowerShell, JavaScript, SAML, SQL and Scripting
- ⇒ Participation in the automation and standardization of work processes with suitable scripts
- ⇒ Cooperation with our external service providers for PAM and IDM
- ⇒ Planning, design and implementation of commissioning and operation for complex systems

HCL Technologies Limited.

Senior Specialist

From March 2015 to Jan 2019

IAM (Identity and Access Management)

- ⇒ Responsible for granting access to Enterprise users on various applications, servers and network files.

- ⇒ Creation of Role based access in Identity IIQ, Updating Entitlements, Roles and Workgroups in IIQ.
- ⇒ SOX Recertification of Role, access for user and contractors.
- ⇒ Coordinate with senior staff in the implementation of technical ideas, practices and procedures.
- ⇒ Provide operational task leadership over a team of technicians.
- ⇒ Responsible for troubleshooting, evaluating, identifying, and appointing correct technical resources to fix up customers' issues.
- ⇒ Sun Identity Manager, Role Based Access Control (RBAC): **SailPoint IdentityIQ 6.3**
- ⇒ Securing and maintaining privileged accounts into EPV (CyberArk Enterprise password vault 9.).
- ⇒ Creating the safes and boarding the accounts into EPV based Line of Business (UNIX, Windows, ACS and Oracle).
- ⇒ Creating the support groups in EPV Tools based on nine of Business.
- ⇒ Maintain the accounts without null password for each account without fail.
- ⇒ Process Design, SOP creation and Run book for Operation Team & customer.
- ⇒ Reconciliation, Password Synchronization, Service definition for Target System.
- ⇒ Created Password policies with help of platforms owner.
- ⇒ Pulling the reports for INC, SR and Changes Monthly Bases.
- ⇒ Managed Privileged Accounts in the CyberArk Vault & Private Ark Client.
- ⇒ Worked on bulk password upload and creation / deletion / managing user & groups in safe on
- ⇒ adding accounts.

Teleperformance India Ltd.

IT - Incident Management Analyst

From April 2010 to March 2015

- ⇒ Coordinating between various departments and individuals, joining IT Management bridges to get issues resolved. Document resolutions for future reference.
- ⇒ Engaging Problem Management/Incident Managers on Each Sev's.
- ⇒ Analyzing the Issue and following the appropriate troubleshooting procedure to get it fixed.
- ⇒ Generate the notification of failure/downtime and send it across to Account manager and Directors.
- ⇒ Working on issues related to Desktop, Windows Server 2008R2.
- ⇒ Troubleshooting issues of DHCP, DNS, Active Directory, Outlook issues.
- ⇒ Monitor to Data Centre temperature, circuits, and another device in IT infrastructure.
- ⇒ Participating in preparing and sharing of (RCA) Root causes Analysis with Account Managers, VP of Project and Vendors.
- ⇒ Managing user accounts in Active Directory which includes creating and modifying NT logins.

- ⇒ Use the incident management tool to track incidents. Work towards resolution of such incidents within the given SLA's and comment on each incident appropriately.
- ⇒ Monitor LAN/WAN, Servers and Critical IT Infrastructure like UPS, RDC (remote monitoring tools). Troubleshooting critical issues related to dialer of Genesys, Microsoft Dynamic CRM dialing, DHCP, DNS, Active Directory, Outlook issues and other networking and server issues.
- ⇒ Taking care of general system errors related to network/VPN/Webmail/Outlook and resolving them in given SLA. Making several reports as required by department.
- ⇒ Communicate technical and procedural production issues between company employees at all levels utilizing ticketing, email, instant messaging, and phone.

ACADEMIC CREDENTIALS

2019	Master of Science in Information Technology (MSCIT) from Sikkim Manipal University.
2012	Bachelor of Arts from Delhi University.
2005	12 th from Punjab School Education Board.
2003	10 th from Punjab School Education Board.

Certifications: CyberArk Trustee, Defender, CyberArk Certified Delivery Engineer, Beyond Trust Certified Implementation Engineer (BCIE), Google Cloud Certified - Professional Cloud Security Engineer.