

**TEK010036 (IAM-PAM - 10 + Year)** BSc

Highlights

- I hold a total of 9 years customer handling experience out of which 7 years have been completely in Identity and Access Management process. I am well prepared to work on high-profile, cross-department projects.
- I have the experience to start contributing from day one and I am truly excited about the prospect of getting started. I am confident that my experience will be an added advantage to the company as I have hands on experience in Identity and Access Management profile.
- My innate Positive 'Can-Do' attitude makes me be ready for any challenges that come my way and willing to get the job done always helped me give the best possible solutions for both internal and external customers.

Skills

Primary Skills

- Active Directory
- Azure
- IAM Security

Secondary Skills

- UAT

Other Skills

- Windows OS installation: OS installation on SAW environment
- Knowledge on RDP and Servers.: Knowledge on Networking
- Complete knowledge on Active Directory: Azure Active Directory knowledge
- Troubleshooting Ms-office applications: Well-versed in End point operations(Application packaging and SCCM)

Projects

Project 1 - IT Industry

- Monitoring the Incidents, ensuring no SLA breach and assigning the incident tickets as per the respective region support within the team.
- Working experience on Jira ticketing tool
- Creating new users from Jump Cloud and Onboarding them.
- Working experience Experience on monitoring user activity in Redcanery and Carbon Black tools
- Experience in MDM to Onboard the MacBooks via zerotouch from ABM.
- Working on configuring SSO with various applications.
- Providing Role based access control to the users to the applications (M365, Google workspace, Jump Cloud, V-sphere).
- Working on API automation and PowerShell.

Project 2- Jump Cloud - IT Industry

- Monitoring the Incidents, ensuring no SLA breach and assigning the incident tickets as per the respective region support within the team.
- End to end responsibility on an incident.
- Configuring SSO and SCIM for Applications, Radius, Policy Management.
- Working on API rest calls to get the reports.
- Working on Active Directory Integration and Cloud Directory Integration.
- Working on JumpCloud PowerShell Scripting to get the reports.
- Working closely with User Management, User Authentication, Device Management, Security Management.
- Worked with Windows, Mac, Linux platforms and helping the customers.
- Working on Azure to integrate the application to manage the users from Azure to JumpCloud.
- Integrating Okta with JumpCloud to manage Users from Okta to JumpCloud.
- Worked on Okta to configure SSO with various service providers.
- Controlling the endpoints, conditions, and credentials that users use to access privileged operations/roles.
- Worked on macOS platform- FileVault, Keychain, Apple Mobile Device Management (MDM) + DEP, and overall system management, iOS Management. iOS Management.

Project 3- Microsoft - IT Industry

- Monitoring the Incidents, ensuring no SLA breach and assigning the incident tickets as per the respective region support within team.
- End to end responsibility on an incident.
- Checking user roles and accesses.
- Creating mailbox for the user account if the automation fails to create it.
- Complete knowledge on Active Directory
- Creating GPOs, SPNs, through Powershell.
- Reactivating User and non-user accounts.
- Creating contact objects, Conference room accounts, Service or system accounts, Service or system accounts, FIM or IDWEB requests, OU management or machine accounts.
- Providing mailbox permissions to the service accounts through Powershell.
- Providing send as permissions for DG, SG, Service accounts through Powershell.
- Both User account provisioning and terminating.
- Worked on Azure to invite the external users (Bulk deletion and invitations).
- Creating cloud based security groups from Azure.
- Worked on AD, Azure AD, ADSI, ADMU.

Project 4- Ingrammicro - IT Industry

- Handling inbound Call, Chats, Emails and helping the users with password reset.
- Password reset for the applications like SAP, Nautilus.
- Installing application software for the end user by taking remote control of the user's machine.
- Troubleshooting Outlook and network related issues.

Project 5- HSBC - Finance Industry

- Handling inbound calls and helping the user with credit card issues.
- Pitching for the balance Transfers, Insurance products and other financial products to clients.
- Worked on a User Acceptance Test (UAT) project that helped to improve Interactive Voice Response (IVR) options for end customers.

Awards

- I was awarded the best trainee and outstanding agent of Microsoft training batch of 2019.
- I was awarded Microsoft Q2 GHD Agent of the Quarter (HYD-SAW) -FY19 for outstanding performance and lasting contribution on the Microsoft Global Support Team.
- I was awarded Microsoft Q4 Consistent performer.