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**VENKATA NAGARJUN BANDIKALLU**

**Summary:**

* IT professional possessing more than 11+ years of experience in the field of Information Security. Well-versed in executing the installation of security measures while handling various software to protect systems and information infrastructure. Proficient in documenting the security breaches and evaluating the damage they cause as well as coordinating with the security team to execute tests to identify the network vulnerabilities. Knowledgeable in Oracle software, Oracle Identity Manager, MS-SQL, Reconciliation, User Provisioning, Access Certification.
* A Visionary leader with specialization in implementing, configuring and administering the Identity Management to various target systems across the industry.
* Experience in leading teams and coordinating with various on-site stakeholders, customers and drive the project towards deliverables.
* Experience with IDAM involving requirement gathering, documentation, configuration and technical analysis.
* Demonstrated experience in providing high availability of systems and moving an organization towards a successful path.
* Responsible for developing functional specifications for use by system developers.
* Possess deep experience in providing high level solutions for the implementation of Identity Management systems.
* Experience in designing and implementing solutions into existing environments and design business workflows to ensure proper application mapping.
* Responsible for deploying functional solutions, such as creating, adopting and implementing system test plans, which ensure acceptable quality and integrity of the system.
* Experience on reconciliation using identity management tools where was responsible for creation/modification of user accounts to various target systems.
* Using IAM technology for Authentication, Authorization, Re-Certification and ensure quality of access control through continuous process improvement and technology enhancement.
* Vast and Extensive experience in configuring, administering reconciliation process, scheduled jobs and provisioning process in Identity Management Systems.
* Planning, Prioritizing and balancing the work to meet the project commitments, goals and deadlines.
* Involved in IAM core components like provisioning process, reconciliation, approval process, segregation of duty.
* Attended the stakeholders meetings and resolved issues by collaborating & involving required teams.
* Involved in administration and support of IAM applications and related tool sets and strong in troubleshooting and RCA.

**Skills and Certifications:**

* **Software framework**: Identity and Access Management (IAM)
* **Database** : Oracle, SQL Server
* **Programming Languages**: MS-SQL
* **Project Management Tools**: Jira, ServiceNow, ITIL, MS Word, Excel, PowerPoint
* **Domain** : Telecom, Banking
* Certified in ITIL V3 Foundation level in IT Service Management.
* Certified in ITIL 4 Foundation level in IT Service Management.
* Certified as Lead Auditor in Information Security Management systems based on ISO/IEC 270012013.

**Core Competencies:**

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| * Oracle Software * Reconciliation Process * SLA Breach * User Provisioning * MS-SQL * Orphan Account | * Oracle Identity Manager * Password Policy * Oracle Access Manager * Debugging & Troubleshooting * Access Certification * RBAC |

# Employment History and Work Experience:

**WELLS FARGO** October 2018 – April 2023

**Senior Information Security Analyst**

**Responsibilities:**

* Worked on Reconciliation using identity management tools where I was responsible for creation/modification of user accounts to various target systems.
* Involved in onboarding, off-boarding and general maintenance of applications, file shares, roles and bulk load relevant user access.
* Troubleshooting and debugging various issues related to Oracle Identity Management and expertise in analyzing gaps, identifying issues and fixing them.
* Implemented new solutions and enhanced existing ones by using the expertise knowledge of identity management
* Ensured critical system security and compliance to set controls, standards following specifications, process documents, technical guidelines and best practices.
* Worked under multiple deadlines with minimal supervision and effectively completing the assigned tasks where given little or no guidance.
* Single point of contact for preparing SQL queries which are used for pulling out monthly/weekly and customized data for audits as per the requirements.
* Proactively worked with various stakeholders to identify potential issues and ensured effective remediation.
* Used IAM technology for Authentication, Authorization, Re-Certification and ensure quality of access control through continuous process improvement and technology enhancement.
* Responsible for preparation of systems specification documents and Technical design documents to meet the functionality.
* Excellent presentation skills and ability to communicate with various audiences which includes end users, managers, members of various teams across the department.
* Planned training sessions to new team members on the workflow & processes and preparing the document for further reference.
* Good knowledge and working experience on various ticketing tools (JIRA, AMT, Request Center, ServiceNow).
* Worked with stakeholders to provide them the business needs and translate those needs into actionable reports in tableau and saving around 12 hours of manual work each week.

**Key Skills:** Reconciliation, Certification, Oracle database, Provisioning, ServiceNow tool, Audit meetings, Orphan accounts, Process documentation.

**BARCLAYS GLOBAL SERVICE CENTRE PVT. LTD** June 2018 – September 2018

**Business Analyst**

**Responsibilities:**

* Identified, developed and ensured that all deliverables meet the highest standard of quality through the use of quality practices.
* Involved in IAM core components like provisioning process, reconciliation, approval process, segregation of duty.
* Involved in administration and support of IAM applications and related tool sets and strong in troubleshooting and RCA.
* Ability to write use cases and document requirements for IAM.
* Prepared the user test scripts and training material for new users
* Involved in discussions with Business analysts and project teams to analyze and evaluate the business requirements, conceptualize workflow design following best practices and provide innovative solutions to mitigate workflow process challenges.
* Involved in documenting new requirements and operational processes catering both business stakeholders and technical teams.
* Involved in identifying areas of improvements that can reduce inefficiencies and add value to the business by applying solutions to ensure optimal performance.
* Responsible for delivering quality work with defined quality gates and standards.

**Key Skills:** Handled production support team, provisioning, Segregation of duties, On call support, Server monitoring, Reconciliation

**TIETO INDIA PRIVATE LIMITED** August 2015 – J une2018

**Software Engineer**

**Responsibilities:**

* Demonstrated experience with IDAM involving requirement gathering, documentation, configuration and technical analysis.
* Understand of advanced security technologies and concepts, including user access provisioning to various target systems such as AD/Mainframe/Database, reconciliation, single sign-on, directory services and privileged access management.
* Designed and implemented solutions into existing environments and design business workflows to ensure proper application mapping.
* Collaborated with various stakeholders at different levels – business owners, system/data analyst, vendors, consultants, project managers, business analysts, solution Architects and quality assurance analysts.
* Responsible for working with key stakeholders in problem investigations, defect analysis, identifying & implementing solutions and driving improvements.
* Resolved technical issues through debugging, research and investigation.
* Provided on-call assistance for managing support cases, including viewing, creating, updating, escalating and closing the cases.
* Assigned and participated in designing password policy in one of our projects using identity and access management tool which has provided more security and safety to all the user accounts.
* Installation of Oracle software and implementing Oracle Identity Manager (OIM) with various target systems.
* Review and analyze complex business requirements and provide innovative/out of the box solutions ensuring compliance with IAM standards and system specifications.
* Responsible for evaluating systems and business processes used in ICT systems, IT Management and Data Center Operations and propose modifications/recommendations in system sizing, performance improvements and transformation to meet business requirements as per agreed specifications
* Responsible for updating the System description documents whenever there is change in the functionality of the system.

**Key Skills**: On call support, Production support for client projects, managing & monitoring the IDM servers, Certification, JIRA tool.

**WOCKHARDT FOUNDATION** April 2014 – April 2015

**Trainee Engineer**

**Responsibilities:**

* Directed & monitoring of data for day to day operations focusing on attainment of key business metrics and continuous improvement.
* Managed daily office operations, including client accounts, addressing the issues and record management.
* Maintaining and keeping a live tracking of all the vehicles details as per the locations where they are deployed through GPS device installed in all vehicles.
* Attended the stakeholders meetings and resolved issues by collaborating & involving required teams.
* Single point of contact for preparing the monthly/weekly data and presenting to the management.
* Provided customer support by responding to the queries in a timely and accurate way and visit client location as per the requirement.
* Responsible for all online and batch processing, Requirement analysis, impact analysis and designing.
* Responsible for developing functional specifications for use by system developers.
* Trained end users on call and creating technical (troubleshooting/configuration) documentations for end users to help them with timely and independent resolution of basic day to day problems/requirements.
* Responsible for deploying functional solutions, such as creating, adopting and implementing system test plans, which ensure acceptable quality and integrity of the system.

**Key Skills:** Monitoring of daily operations, stakeholders meetings, Reports management, Customer Support, debugging issues

**FUJITSU (CLIENT)** May 2010 – June 2012

**Technical Analyst**

**Responsibilities:**

* Supported the Oracle Apps DBA daily activities.
* Performed Admin tasks using adadmin utility and Patching activity using adpatch utility.
* Worked on System Administration activities
* Troubleshooting on various types of locking issues.
* Monitoring and Troubleshooting of CPU and memory utilization issues.
* Communication with Oracle on different TARs and Bugs related to Oracle application and Database.
* Preparing monthly reports and presenting to management.
* Providing on call support to the client as per the project requirement.

**Key Skills:** Oracle Admin activities, patching, monitoring

**Education:**

* Post Graduate Diploma in Management with Specialization in Operations
* Bachelor of Technology in Computer Science &Information Technology