

**Mr. Veeravalli Jagadheesh**

**+919398126356/+917207880230**

**vjagadheesh7@gmail.com**

---

## **EXECUTIVE SUMMARY**

- **Mr. Veeravalli Jagadheesh** is having 8 years of experience on wide variety of modern technologies including more than 6 years of experience in Identity & Access Management (IAM).
- Functional areas of expertise include Identity Management, Provisioning, Reconciliation, Approvals and Single sign on, Federation SAML 2.0, Okta
- Product knowledge includes Oracle Identity & Access Manager, Oracle Virtual Directory Oracle Internet Directory, Okta, Oracle HTTP Server, and WebLogic Server.
- Having good understanding on request and response Mechanism in OAM.
- Good understanding and working knowledge of Oracle Identity Manager 11g provisioning and request workflows (Roles Creation, Define Password Policy, Provisioning Policy, SOA DVMs, Reconciliation, and access policies).
- Automation of user's entitlement access with role-based access policies.
- As per BAU, Script execution through java to trigger tasks and updates in environment.
- Disable the bulk users by script commands.
- Implementing the Identity Management solutions for clients and involved in DR setup.
- Have excellent communications skills and strong interpersonal skills, which provide with the ability to interact with end-users, managers, technical personnel, self-motivated, a quick learner and team player.
- Having knowledge on Okta by configuring certain applications and understood the user life cycle.
- Knowledge in MFA Setup, Delegation authentication and JIT provisioning of Okta.
- Having Experience in configuring applications, attribute creation from trusted to target applications.
- Configured External custom login page, service accounts creation and customize the skin.
- Involved in upgrade versions of applications and extending the functionality of the connector.

## **ACADEMIC QUALIFICATION**

PGDM in Marketing from HolyMary business School- 2012-2014

BTech in Information Technology from Jawaharlal Nehru Technical University, India- 2008-2012

## **TECHNICAL SKILLS**

- Product Competencies: Oracle Identity Manager, Oracle Access Manager, Okta
- Directory Servers: Oracle Internet Directory, Oracle Virtual Directory, Oracle Unified Directory
- Database: Oracle : 11g, 12c
- Operating Systems: Windows Server 2003/2008 R2, Oracle Enterprise Linux
- Certifications: Okta Certified Professional, Oracle AI Foundation
- Ticketing Tool: Cherwell, Service now
- Others: Automation, Scripting

## **PROFESSIONAL SUMMARY**

From Date	To Date	Company	Client	Designation
Jul 3	Present	Oracle India Pvt Ltd	Sacom Bank	Principal consultant
May 22	May 23	Nityo Infotech Pte Ltd, Singapore	UOB	Production Support Analyst
Mar 20	May 22	Mands Consulting Pvt Ltd	Syneos Health	Senior Consultant
Feb 18	Mar 20	HCL Technologies	PPD	Consultant
Nov 16	Feb 18	Adecco India Pvt Ltd	Alliant Energy	Offshore Associate

## PROJECTS' EXPERIENCE

**Project** : OARM Support  
**Duration** : April 2024 - present  
**Client** : SBI Bank  
**Work Location** : Offshore, Mumbai India

### Overview:

This project is to manage OARM which provides a streamlined and a robust interface for administrators and analysts. Administrators can easily identify access requests and monitor alerts to uncover fraud and misuse. This information is easily captured for use and to influence future real-time risk analysis.

**Technology:** OARM 12.2.1.4, OAM 12C PS4, Oracle DB 12c

### Responsibilities:

- Issues handling with user accounts and access to the respective applications and environments.
- Analysis of the business requirement and the various use cases for different applications and documentation of the same.
- Worked on user challenge API issues with risk evaluation based on user accounts.
- Data upload to OARM and worked on patching environments with maintaining pods with Kubernetes.

**Project** : OAM Implementation and Support  
**Duration** : July 2023 - Oct 2023  
**Client** : Sacom Bank  
**Work Location** : Offshore, Hyd India

### Overview:

This project is to implement OAM12c by integrating various target systems. the scope of this project is to configure and use the API requests of third-party Identity and Access Management provider in form of CIAM.

**Technology:** OAM 12c Ps4, Oracle DB 12c

### Responsibilities:

- Analysis of the business requirement and the various use cases for different applications and documentation of the same.

- Understand the existing implementation of user life cycle and propose new enhancements wherever necessary.
- Developed the required APIs and provided the test cases documentation on case scenarios with API guide.

**Project** : IAM Operations and Support  
**Duration** : 12<sup>th</sup> May 2022 to 11<sup>h</sup> May 2023  
**Client** : **United Overseas Bank**  
**Work Location** : Onshore, Singapore

**Description:**

United Overseas Bank Limited (UOB) is a leading bank in Asia with a global network of more than 500 branches and offices in 19 countries. OIM implemented to maintain the user groups with many required applications.

**Technology:** OIM 12c, OUD, BI Publisher

**Responsibilities:**

- Onboarding required groups in OID and OUD applications.
- Auto Provisioning of users to target systems based on Access policies.
- Interaction with end users on issues through ticketing system.
- Worked on WebLogic Patches based on environments.
- Created Oracle Service Requests for the issues and followed up with them.
- Worked on Subsidiaries of UOB with APAC region five Subsidiaries.
- Worked on roles creation and lookups to specific groups for subsidiaries.
- Reconciliation of users from trusted application to IDM.
- Worked on Deployments like jars and event handlers.
- Worked on application integrations and BI reports.
- Team management and status meetings on issues and implementations.
- As per BAU, Script execution through java to trigger tasks and updates in environment.
- Collaboratively worked for O365 Microsoft exchange upgrade.
- Worked on bash scripting & python scripting for restarting servers and Applications.

**Project** : **IAM Support**  
**Duration** : 19<sup>th</sup> Mar 2020 to 4<sup>th</sup> May 2022  
**Client** : Syneos Health  
**Work Location** : Offshore, Hyd India

**Description:** Syneos Health is the only company in the biopharmaceutical services industry purpose-built to create greater success for our customers. At Syneos Health, clinical and commercial live under the same roof and constantly share real world knowledge and insights that lead to getting the job done better, smarter, and faster.

**Technology :** OIM 11GPS3 , OAM 11GPS3, Oracle DB 11G

**Responsibilities:**

- Involved in requirement gathering and updating design docs.
- Onboarding required groups in OID and OUD applications.
- Auto Provisioning of users to target systems based on Access policies.

- Applied GDPR regulation patch for hard deletion of users.
- Worked with CPU BSU patches applied on environments.
- Troubleshoot user issues with SSO applications.
- Interacted with end users on issues through ticketing system.
- Creating SRs and follow up with Oracle Support.
- Implemented and applied the coherence patching to all environments.
- Worked on Environmental issues with servers maintenance.
- Integrated and configured the applications in access manager.

**Project Name** : **IAM L3 Tech Support.**  
**Duration** : 28<sup>th</sup> Nov 2016 to 10<sup>th</sup> Mar 2020  
**Client** : PPD, USA  
**Work Location** : Offshore, Chennai India

**Description:** PPD is a leading global contract research organization providing comprehensive, integrated drug development, laboratory and lifecycle management services. Our clients and partners include pharmaceutical, biotechnology, medical device, academic and government organizations. IAM had implemented the user life cycle to access the various applications with environment maintenance.

**Technology :** OIM 11gR2 PS2, OAM 11gR2PS2, Oracle DB 11g, BI Publisher

**Responsibilities:**

- Onboarding new sponsor (organization) in IDM
- Added roles, Soa dvms and lookups to the required Orgs.
- Handled P1 issues and always met the agreed SLA from an incident management perspective.
- Involved in upgrade of OAM ps2 to ps3 version.
- Created role base access policies to the respective organizations.
- Troubleshooting issues with ldapsync on user account profiles in OIM.
- Added entitlements to users, enabling users for corresponding organization.
- Creation/Deletion of the bulk users by using script commands.
- Creation of application group in directory server and custom scheduler in IDM.
- Publish studies by weekly report with running schedulers in DB.
- Perform Sanity testing to dev, validation and Prod environments.
- Daily health check with status report.
- Involved in apply Patch to all environments.
- Reconcile the required OID Groups through scheduler.
- Onboarding applications, reconciliations for creating users in IDM.
- Created critical watch alerts and notifications to the environments.
- Configured SSO integrated applications with Federation Saml2.0
- Troubleshoot in entitlement access issue of the users with proper resolution.
- Automation of user's entitlement access with creation of role-based access policies.
- Involved in Flat file connector setup with required attributes.

**Project** : **IAM Tech implementation and Support.**  
**Duration** : 4<sup>th</sup> Aug 2014 to 25<sup>th</sup> Nov 2016  
**Client** : Alliant Energy, USA  
**Work Location** : Offshore, Hyd India

**Description:** Alliant Energy Corporation is a public utility holding company headquartered in Madison, Wisconsin, providing power in Iowa and Wisconsin. Alliant company implemented Identity

and Access Management solution to satisfy the authentication, authorization and workflow-based provisioning for end users and for their employees. Implemented URL protection and single sign on for all users and security will be managed through these application centrally.

**Technology :** OIM 11gR2 PS2, OAM 11gR2PS2

**Responsibilities:**

- Installation and configure Oracle Identity & Access Management suite.
- Implemented Integration between OIM and Active directory.
- Setting up of synchronization between Active Directory and OID.
- Creation of Application Domain, authentication and authorization policies for protected web applications.
- Involved in Install and Configure OHS, Web gate, Proxy configurations.
- Install, Configure BI Publisher and deploy Audit, OIM, OAM Reports as per client requirements.
- Deploy and configure SSO for required applications.
- Reconciliation of users from the target systems like Active Directory server and SAP HR systems
- Involved in automated provisioning of newly created users to LDAP Directories.
- Creation and configuration of user Self Registration and self-service request.