|  |
| --- |
| **Mallikharjuna M** Qualified professional, offering 8 years of experience in Cyber Security, Server/System Administration & Identity and Access Management projects ; targeting Senior Level Assignments with a growth-oriented organization gopalu231982@gmail.com  **+**91 7022506111+91-6363155201  |
|  **CORE COMPETENCIES**User Service Request/ RestorationServer/System Administration Incident/Problem/Change ManagementStakeholder Relationship ManagementTeam Management & Leadership Project Support Identity & Access Mgt.Cyber Security  **SOFT SKILLS**Logical Analytical PlannerCommunicator **EDUCATION****2008:MCA**(Master of Computer Applications) under Kakatiya University |  **PROFILE SUMMARY** * Managed system administration encompassing incident / problem determination and resolution on a 24x7 basis
* Expertise in resolving Service incidents and troubleshooting issues within the agreed service levels and worked on scheduled tasks as part of Change Management
* Hands-on experience in- SailPoint L3 support and modules, onboarding applications, troubleshooting, obtaining certifications, monitoring tasks, servers, health check, reports, alerts and provisioning rules in different connectors (Delimited File and JDBC)
* SNOW and all types of incidents, SR and CR as well
* Splunk JML error wise troubleshooting
* MySQL CRUD Operation queries
* Skilled in performing system troubleshooting and resolution for simple hardware/software problems
* Comprehensive understanding & proficiency in server configuration, desktop support, technical procedure documentation and client relations
* Improved the security control environment and minimized the risk & impact of information security threats & vulnerabilities by leveraging the Cyber Security Framework (Identity, Protect, Detect, Respond and Recover)
* Familiar with Virtualization Technologies wherein analyzing information system needs, evaluating end-user requirements, custom designing solutions and troubleshooting for complex information systems management

 **CAREER TIMELINE**Capgemini Technology Services India Limited, Bengaluru as Consultant**Mar'12****-****Jun'17****Jun'17****-****Oct'18**Wipro Technologies, Bengaluru as Senior Project Engineer**Oct'18-Apr'20**EY Global Delivery Services India LLP, Bengaluru as Consultant**May'20****-Sep’20**HCL Technologies, Bengaluru as Specialist |
|  **WORK EXPERIENCE****May'20-Present EY Technologies, Bengaluru as Consultant****Oct'18-Apr'20 HCL Technologies, Bengaluru as Specialist****Jun'17-Oct'18 Wipro Technologies, Bengaluru as Senior Project Engineer****Mar'12-Jun'17 Capgemini Technology Services India Limited, Bengaluru as Consultant****Key Result Areas:*** Performing RCA for major incidents and escalating major incidents to the Incident and/or Problem Manager, wherever required
* Monitoring/analyzing the logs for any errors and Debug and troubleshoot of any issues related to IdentityIQ
* Resolving the tickets routed to the CMS team from L1/help desk and providing timely solution to the end-users
* Ensuring all the EYG IAM services are up and running and proactively monitoring IIQ services
* Participating in running the factory model to onboard identified applications into the IAM platform
* Suggesting recommendations for continuous improvement based on day-to-day service delivery
* Supervising daily scheduled tasks such as Account Aggregation, Group Aggregation and Identity Refresh Tasks
* Troubleshooting hardware and software errors by running diagnostics, documenting problems & resolutions, prioritizing problems, and assessing impact of issue
* Providing documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure
* Managing regular backup operations and implementing appropriate processes for data protection, disaster recovery, and failover procedures
* Performing risk assessments and executing tests of data processing system to ensure functioning of data processing activities and security measures
* Creating Active List, Updating Active List and using rules to populate an Active List
* Monitoring the multiple network and security devices to ensure appropriate system administrative actions, investigate and report on noted irregularities

 **PERSONAL DETAILS****Date of Birth:** 02-03-1982**Languages Known:** English, Telugu and Kannada**Address:** Bengaluru, Karnataka  |

**Projects Undertaken**

**Project**: EYG & CTP

**Client**: EY

**Environment**: SailPointIIQ7.3p2, Splunk, WinSCP, Core Java, Bean shell Scripting, XML, LDAP, Tomcat 8.5 and Oracle SQL Developer

**Role**: CMS Support

**Period**:  May' 2020– Till Date

**Project Description:** EY operates as a network of member firms structured as separate legal entities in a partnership, which has over 270,000 employees in over 700 offices in 150 countries around the world. It primarily provides [assurance](https://en.wikipedia.org/wiki/Assurance_services) (which includes [financial audit](https://en.wikipedia.org/wiki/Financial_audit)), [tax](https://en.wikipedia.org/wiki/Tax), [consulting](https://en.wikipedia.org/wiki/Management_consulting), and [advisory](https://en.wikipedia.org/wiki/Corporate_services) services Like many of the larger accounting firms in recent years, EY has expanded into markets adjacent to accounting, including strategy, operations, HR, technology, and financial services consulting.

**Project**: myID

**Client**: IHG, England.

**Environment**: SailPointIIQ7.2, Core Java, Bean shell Scripting, XML, LDAP, Tomcat 8.5 and Oracle SQL Developer

**Role**: L3 Support

**Period**: Oct’2018– Apr-2020

**Project Description:** InterContinental Hotels Group plc, informally InterContinental Hotels or IHG, is a British multinational hospitality company headquartered in Denham, Buckinghamshire, England. IHG has about 842,749 guest rooms and 5,656 hotels across nearly 100 countries.

**Project**: Philips IAM SailPoint

**Client**: Philips, Netherlands.

**Environment**: SailPointIIQ6.4p7, Core Java, Beenshall Scripting,XML,LDAP and Tomcat 8.0

**Role**: L3 Support

**Period**: Jun’2017– Oct’2018

**Project Description:** Philips Innovation Campus (PIC) is a technology hub for Philips working across all three sectors of Healthcare, Lighting and Lifestyle. The IDM service is a global service and as such, this validation is for use by all Philips business units. This component consists of all Philips internal applications that are (and will be) integrated with the IDM solutioning Federate is used for authentication of Code1 accounts and SSO for several internal application. Active Directory (or Code1) contains all Code1 Functional and Personal accounts. It is connected by a default SailPoint connector for Active Directory. PDS is the authoritative source for all Philips Internal Identities. Data share downstream is via csv files and upstream via XML.

**Project**: IDM Migration Project

**Client**: General Electric Inc,US

**Environment**: SailPointIIQ6.3, Core Java, Beenshall Scripting, XML, LDAP and Tomcat 7.0

**Role**: Team Member

**Period:** Feb’2016– Jun'2017

**Project Description:** Migration of apps from Sun IdM to SailPoint Identity IQ. This project was running on agile methodology and had a bi-monthly production move. This project is executed on top of the framework for application 100 apps onboarding (Aviation, Energy, Oil & Gas, Power & Water, Corporate and HealthCare).SailPoint IIQ provides a unique business solution to identity access management of an enterprise with automated access certifications, policy management, access request and provisioning, password management, single sign‐on, And automating Onboarding and offboarding process with Life Cycle Manager.

**Project:** CDF-COMS

**Client:** General Electric Inc, US

**Environment:** Java1.5, Spring3.0 Ajax, JqGrid, Hibernate, and oracle

**Role:**Support

**Period:** Mar' 2012– Jan'2016

**Project Description**

GE CDF (commercial distribution finance) matches business units with markets/products. It describes the inventory finance transaction flow between Manufacturer, dealer and GECDF. It identifies the basic financing programs that GECDF offers it, dealers. In COMs (customer online management system), the different types of modules are: Approvals, Billing, Payment, Inventory, Analytics and Administration's application has been designed with multiple language-specific (Internalization).