**ALDRIN DIAS**

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**Objective**

I am a person with high energy level, adaptable to new environments very easily with quicker Learning skills and with zero time gaps between acquiring and implementation of knowledge. Willing to take up challenging responsibilities to accomplish time bound targets.

**Education Qualification**

Bachelor of Engineering (B.E) in Computer Science

**Technical Skills**

Project Planning and Execution, Project Scheduling, Project Monitoring/Control, Stakeholder Management, Strategic Planning, Vendor Management,  Supply Chain Management, Reporting & Documentation, Process Improvement, Risk Management, Financial Management, Quality Management, Programming languages like C, C++, basics of Java to script function libraries and front end HTML, Databases like SQL and MySQL.

**Experience**

Total 2 Years 8 months of experience.

**Carrier summary**

* Currently working as **Associate Technical Support Engineer** (Technical Support, Project Development and Management, Client Services) in **PowerSchool** from December 2019 to till date.
* Worked as **Technical Process Engineer** (Identity and Access management) in **Infosys** for **Deutsche Bank** project from August 2018 to December 2019.

**PROJECT DETAILS (PowerSchool):**

**Environment:** Developing front end HTML forms and integrate it with the various Student Information System SIS(Database), Handling Client calls as per their requirements needed for a project, Java scripting for basic function libraries, SLA Management for a project to be completed.

**Project Overview**: Associate Technical Support Engineer (Client Services) working for the Enrollment product which is designed for the students who enroll their admission to a school online. Developing HTML forms with all the attributes based on client’s requirements and Integrate it with various SIS. Handle Client calls based on the Project phases defined. Executing Data Import, Data Delivery and Mapping of fields from HTML front end form to the Database (SIS) fields.

**Roles and Responsibilities:**

* Developing project plans, goals, and budgets; identifying resources needed.
* Assembling and coordinating project team members; assigning individual responsibilities.
* Coordinating internal resources and vendors for the flawless execution of projects.
* Created Process Documents for implementing new release changes to reduce the Team Dependencies.
* Conducting and enabling decision making meetings.
* Prepare project plan, status reports and internal deliverables.
* Reporting to Global Stakeholders and work in partnership with Business owners.
* Advise and manage project risks, including the development of contingency plans.
* Build and sustain effective communications with other roles involved in the project.
* Prepared project documents and project closeouts.
* Periodically reviewed project performance, resolved issues, and approved annual work plans.
* Coordinating with multiple teams to meet project deadlines, also maintaining/tracking delivery dates to make sure the deliverables were made on time.
* Individually handled internal projects by proactively planning the timescales, costing, updating the stakeholders on the weekly basis.
* Developing utilization report for resource management & forecasting the availability of resources and determining productive, billable & customer utilization value.
* Conducting analysis and regularly reporting to the Project Management Team based on program milestones and their progression, deliverables, resource plans and their fidelity.

**PROJECT DETAILS (Infosys)**

**Client:** Deutsche Bank, DBOI (Deutsche Bank Operations International) as an Information Security Analyst in Identity Access Management Services, a sub-department of CISO Team.

**Environment:** Incident Management, Problem Management, SLA Management, People Management, Escalation Handling, Requirement Analysis, Recertification

**Project Overview**: ID Access Management (IDAM) analyst who has all admin rights of the all applications for client’s profile. Administration includes providing desired roles to the users and access to new users in particular application. We also do Sybase database account creation for an application and handle Recertification workflow.

**Roles and Responsibilities:**

* Working as a **Service & Incident Management & Requirement Analyst** who has all admin rights of the all applications for client’s profile. Administrating the accounts and groups various kinds130+ business applications.
* **Identity/Access Lifecycle Management** - Creating/Modifying/Deleting users access to various Systems and Applications in compliance with the organizational policies and approval chain. We also do Sybase database account creation for a few applications.
* Experience in working with ticketing systems like SRS (Service Request System), Lotus Notes, Service Now along with organization specific tools like dbAccessGate (Dell one management tool) , CTAS etc.
* **Assisting Audit** requirements from external auditors and ensuring Compliance controls by system log reviews at regular intervals.
* Actively involved in the client meetings to resolve the ongoing issues and participating in on-boarding activities.
* Responsible for daily activities of **user recertification** including admin accounts. Support for manual and automated recertification process.
* Perform **gatekeeper recertification** activities to implement SOX relevant application recertification (Annual checks), Leavers (Quarterly check), Movers (Monthly checks), Front office/Back office recertification (Weekly checks), SOD (Segregation of duties) violation checks.
* Participate in Root Cause Analysis with technical teams and managers.
* Performing **User Acceptance Testing** for new on-boarded applications along with addition of new modules to existing applications.
* Have assisted in transition of applications from overseas location.
* Co-ordinate cross department communication when require to assist in resolution of an Incident change or problem.
* Preparing utilization reports on **MS EXCEL.**
* Sending Alert notifications to the site support and monitoring teams about any network related issues.

**Hobbies**

Volley Ball, Driving, Collection of Vintage Cars.

**Declaration**

I hereby declare that the above mentioned particulars are true to the best of my knowledge.

**Place :** Bangalore ALDRIN DIAS