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**Career Objective:**

Seeking a better & responsible position in an organization that provides me an opportunity to enhance my personal and professional skills in conjunction with goals and objectives of an organization.

**Work Experience:**

**Barclays Technology Centre India** (September 2013 to Till date).

**Overview:**

Experienced information security analyst and assurance professional with over 11 years of experience supporting GIS Information Security Operations. Over 11 years of experience in Information Security with extensive knowledge and experience in all aspects of the NIST Risk Management Framework and associated System Authorization processes and procedures. Technical experience spans software and system level design, integration, testing, operations, and maintenance of distributed, internetworked, client-server based, and web based computer systems. Strong verbal and written communication skills.

**Core Skills:**

* Designed, developed, and implemented Maxim's Vulnerability Management Program which included the deployment and management of the Beyond Security Advanced Vulnerability Detection System AVDS .
* Performed vulnerability assessments, penetration tests, and security audits, produced reports of findings, and worked cooperatively with engineers to implement remedial measures.
* Participated in the creation of IT security policies, procedures, guidelines, baselines, and standards.
* Recommended security solutions and processes to improve overall company security.
* Central Point of Contact for theconfiguration, integration, and deploymentof all new or improved security solutions and processes in accordance with standard best practices and the company's security policies.
* Maxim contact for responding to customer and other third-party inquiries regarding the company's security posture.
* Responsible for maintaining up-to-date baselines for the secure configuration and operation of all existing devices, both under direct control e.g. security tools or under Operations control e.g. workstations, servers, and network devices .
* Monitored all existing security solutions for efficient and appropriate operations.
* Reviewed logs and reports of all existing devices, whether under direct control i.e., security tools or not i.e., workstations, servers, network devices, etc. . Interpreted the implications of that activity and devised plans for appropriate resolution.
* Member of Security Incident Management team tasked with the investigation into possible security issues.
* Provided on-call support for end users of security solutions.
* Participated in the planning and design of company security architecture.
* Participated in Business Continuity and Disaster Recovery planning and design.
	+ Monitoring staff to ensure the prompt resolution to all client queries.
	+ Managing staff induction, training, and performance reviews.
	+ Building strong, lasting client relationships with clients.
	+ Delegating tasks and responsibilities to appropriate personnel.
	+ Spotting new client business opportunities.
	+ Delegating responsibility and ownership of tasks to staff.
	+ Building up a working knowledge of clients operating environment.
	+ Conducting key client facing meetings.
	+ Resolving conflicts within the project team.
	+ Communicating complex technical concepts to clients.
	+ Writing up service delivery reports.
	+ Ensuring that projects are completed on time.
	+ Identity and access management by L1 Support, User Access Admin, L2 Support, L3 Support, RTB and etc.
	+ Infrastructure & Network Delivery Management.
	+ ITIL driven Business process Integration – Change, Problem, Incident, Configuration and Capacity Management.
	+ Identify and report conflicts with server build standards, test catalogues, business processes and technology gaps.
	+ Focusing on automation of deployment infrastructure to ensure a simple and competitive way to build server assets and working on failed automation issues.
	+ Presentation & Leadership Skills
	+ Project & People Management
	+ MS Project, MS VISIO
* Manage the SLA Based Managed Services Projects.
* Ensuring that all incidents are addressed within the SLAs and track the progress of the incidents and issue fixes.
* Preparing periodic reports (Weekly, Monthly).
* Conduct the Project Status meetings with client and Sr. management.
* Conduct periodic Service Management and reviewing with the team.
* Preparing the shift roster and publishing it.
* Configuration Management & Deployment Environment Services.
* Migrations/Upgrades & Application Release along with Mass Rollout.
* Managing shifts and appraisals of the team.

**Exposure in delivering infrastructure projects:**

Windows based server [2003, 2008, 2008R2], MS-Exchange Server [2003, 2007], Citrix Servers [XenApp 4.0, 4.5, 5.0], Desktop/Laptop Builds [WinXP based, Win7 Based], Windows Platform – Application Packaging and Deployments in Windows Server Farms.

**Software Knowledge:**

ServiceFirst, ServiceNow, HP Service Manager V7.0, BMC Remedy, BMC ITSM, HP OpenView Service Desk, MS office Suite[XP, 2007, 2010], MS Project, Accounting Application-Tally Ver4.5 and 5.4 , etc.

**Tools used:**

* Charles River Thick Client
* AIM (Access and Identity Management)
* Toad
* SQL scripting as an L3 support for Charles River application
* ServiceNow and Service First(Application for Incident, Problem, Change Management)
* ARS(Active Role Server)
* TAC(Total Access Control System)
* Request System
* Monitoring: Autosys Jobs, Onecert, Access360 and Nagios
* Batch support and clearing the alerts which gets failure.

**Technical Associate (Incident and problem Management team as a shift lead)**

**GENPACT India (March 2011 to August 2013).**

**Client: Ingram Micro Electronics Company**

**Roles and responsibilities:**

* Application User Profile maintenance & Business communications.
* Involved in Preparation of DOU (Document of Understanding) & KOP (Key Operating Procedure) documents.
* Preparation of Daily Client reports & Application Outage communications.
* Performing job execution on UNIX server.
* Involved in updating KEDB (Known Error Database) and KPI (Key Performance Indicator).

**Involved in Incident and Problem management which includes:**

* Communicating the users and the parties involved about any application OutageSupported under the management.
* Escalating to the Management.
* Follow-up with technical team till the outage is resolved.
* Preparing Outage reports.
* Organizing conference calls.
* Understanding the root cause of the outage.
* Publishing new incidents in the Problem Management report
* Discussionwith all the management.
* Assistance in the completion of Root Cause Analysis report.

**Technical Environment:**

* Mainframe(RACF, Active Directory, Exchange, MDM support for android and IOS, Blackberry, Right Fax, SAP Security).
* Ticketing tool: Remedy (Application for Incident, Problem, Change Management)
* Tools and Utilities: RACF (Mainframe)

**Senior Technical Sales Executive**

**Krims Softech Solutions (April 2009 to February 2011)**

* Client: Astron Communication and Information Services
* Role: Senior Technical Sales Executive
* Description: Inbound and outbound Australian Process, sales and customer Support. Warranty Exchange for users of Astron.

**Roles and responsibilities:**

* Troubleshooting technical and network issues experienced by users of astron.
* Providing sales and customer support to the users and resolving all queries.
* Processing warranty exchanges for the customers of astron.
* Explaining features and resolving queries on upgrade offers and migration of all products.

**Additional Information:**

ITIL - Incident Management, Problem Management, Change Management.
ITSM - IT Management, IT Service & Support for Infrastructure, Applications and Database, User Access Administration, End User Support.

**Business Areas:**

Incident Management (Multiple Business Areas), Financial Services, Investment Banking and other IT service sectors.

**Educational Qualifications:**

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| **Year** | **Degree** |  **Board/University** | **College** |
| **2007-11** | B.Tech[C.S.I.T]  | J.N.T. University | A.H.C.E.T |
| **2004-06** | Intermediate | Board of Intermediate | Narayana Jr. college |
| **2004** | S.S.C | Board of secondary Education  | Vijaya High School |

**Computer Skills:**

Operating System: Windows XP/7/2003/2008/Linux.
Mail Clients: IBM Lotus Notes, Microsoft Outlook.
Networking: LAN, WAN, VPN, Wireless.
Applications: LiveMeeting, Safe boot.
Languages: C,C++, SQL, PL/SQL.

Microsoft Office 2003, 2007, 2010, 2016

Web technologies: Html, Xhtml

**Trainings Attended:**

* Leadership Program, Service Excellence Program, Business Communication Skills, Presentation Skills.
* Conflict Management, Networking Skills, Time management, Customer Centricity.
* MDM and Cloud Training
* ITIL-V3 Intermediate Level
* PMP (Project Management Professional) certified
* LEAN trained and certified at Genpact
* Excellent written and verbal communication skills including public speaking and the ability to clearly present technology solutions and services
* Excellent technical writing and oral communication skills are required
* Experience in hiring and training skilled technology workers
* Proven experience supporting a DoD program that consists of multiple remote networks and Data Centers housing a multi-zone multi-network environment
* Demonstrated experience managing a 7x24x365 command center that monitors a
* Demonstrated experience translating between business requirements and
* Experience in data mining/analysis skill