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**CAREER ABSTRACT**

* **11 years of solid experience in implementation & delivery of GRC solutions using ServiceNow, MetricStream and RSA Archer (partly) platforms.**
* Experienced in *ServiceNow GRC* Applications- **Policy & Compliance, Advanced Risk Management, Advanced Audit Management, Vendor Risk Management & Custom application implementations.**
* Experienced in *MetricStream GRC* Applications-**GRC Foundation, Internal Audit Management, Issue Management, Enterprise Risk management, Third Party Management& Policy Document Management**.
* Involved in complete SDLC of Product customization & Custom app implementations i.e., Understanding of Functional requirements, Design, Development, Code reviews, Build & Release, Bug life cycle, UAT support, Infant care Production support, RCA for UAT, Production issues.
* Well versed in configuring Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Service Portals, Access Control Lists, Catalog items, Workflows, and solution migration to higher environment.
* Hands on experience on **Client & Server-side glide scripting, jelly scripting & GRC Workspaces.**
* Exceptionally hands on in **Data Migration** using Robust Transform Maps, Transform maps in ServiceNow & ETL procedure creation for complex data models in PLSQL.
* Extensively worked on **REST API** implementations as per the business requirements and to reduce redundant development work efforts.
* Well versed with handling upgrade activities of ServiceNow & MetricStream platforms.
* Having good knowledge in molding data by using various SQL functions, gathering, and manipulating data across several tables by using Joins, Vertical Joins, Sub queries, Procedures, Functions and packages and Exception handling methodologies.
* Extensive experience working in an Agile development environment.
* Good interpersonal skills, commitment, result oriented, hard working with a quest and zeal to learn new technologies and undertake challenging tasks.

**EMPLOYMENT SCAN**

* Working as **Senior Manager (Technical)** for **Capgemini Technology Services India Limited, Hyderabad** since Aug 2022 to till date.
* Worked as ***Lead Consultant*** for ***Wipro Limited,* Hyderabad** since June 2021 to Jul 2022.
* Worked as ***Technology Security Specialist*** for ***Accenture Solutions Pvt Ltd***since Apr 2019 to June 2021.
* Worked as ***Senior Project Engineer*** for ***Wipro Limited,* Bangalore** since Dec 2016 to Apr 2019.
* Worked as ***MTS***, ***SMTS***, ***Technical Lead*** for ***MetricStream Info Tech India Pvt Ltd*** since Jun 2012 to Nov 2016.

**AWARDS**

* Received **Individual Achievement award** for Design & Implementation of Fieldwork Reference Data for MetricStream-UTC project.
* Got ***Trailblazer*** award for effective and innovative design proposals for **Salesforce** client.

**SCHOLASTICS**

* **MCA** from **Visvesvaraya Technological University**, Belgaum with an aggregate of **72%** marks

**CERTIFICATIONS**

* ***ServiceNow*** Certified ***System Administrator (CSA)***
* ***ServiceNow*** Certified **Application Developer (CAD)**
* ***ServiceNow*** Certified ***Implementation Specialist- Risk & Compliance***
* ***ServiceNow Certified Implementation Specialist- Vendor Risk Management***
* ***ServiceNow*** Certified (Micro) -**Performance Analytics**

**SKILL SET**

* **FUNCTIONAL–**
* Involved in functional walkthrough to understand the business requirements.
* Feasibility, impact analysis and approach document preparation.
* Preparation of high level and low-level Technical Design Documents.
* Effort Estimations, WBS preparation and tracking.
* Overseeing smooth implementation of the application and code reviews.
* Helping team in prioritization of tasks.
* Closely interacting with team members to ensure smooth progress of project tasks.
* Highly efficient in Debugging and Root cause and Impact Analysis.
* UAT & infant care Production support.
* **TECHNICAL–**
* **GRC Platforms:** ServiceNow, MetricStream, RSA Archer
* **Scripting languages:** Java Script, Unix Shell Scripting
* **Core Languages:** SQL, PL/ SQL
* **RDBMS:**  Oracle 10g,11g
* **Reporting Tool:** Tableau (Knowledge)
* **ETL Tool:** Informatica 8.6.0 (Knowledge)
* **IDE:** TOAD, SQL Developer
* **Oracle Utilities:** SQL\*Loader, Export & Import

**PROJECTS INVOLVED**

* **IRMC Automation**

**Customer:** Euroclear

**Duration:** Aug 2022 to till date

**Role**: Technical Manager

**GRC Platform:** ServiceNow IRM/GRC-San Diego & Tokyo

**Team Strength:**  12

**Description:**

Part of Euroclear IRMC automation program, migrating enterprise risk management process and sustainable control framework that can help them to address control deficiencies, adhere to policies, and comply with global regulations/standards/frameworks and Financial Claim and Booking processes by leveraging ServiceNow platform capabilities, IRM/GRC applications and related workspaces.

* **Digital Risk Modernization**

**Customer:** Wipro Limited

**Duration:** Jun 2021 to July 2022

**Role**: Lead Consultant

**GRC Platform:** ServiceNow IRM/GRC-Paris & Rome

**Team Strength:**  15

**Description:**

Wipro is embarking on a Digital Risk Modernization program to provide for seamless interoperability amongst the CIO function, Group CISO and ERM functions, enhance automation in managing risk and provide flexibility to respond to changes in business operations by leverage the features available in ServiceNow Integrated Risk

Management (IRM) suite of products.

▪NIST 800-53 / ISO27001 aligned Policy & Compliance Management and Exception Management

▪Technology Risk Management leveraging Continuous Control Monitoring in integration with CCM tools

▪Vendor Risk Management & Internal Audit for NIST 800-53 and ISO27001

* **Policy & Document Management**

**Customer:** Salesforce.com

**Duration:** Dec 2020 to Jun 2021

**Role**: Module Lead

**GRC Platform:** MetricStream GRC-7.0

**Technologies:** Oracle: SQL, PL/SQL & Java

**Team Strength:**  8

**Description:**

**Policy and Document Management System (PDMS)** enables Salesforce to adopt an electronic and automated approach for a complete lifecycle management of policies from creation, review, approval, communication, storage, maintenance, to obsolescence and retirement of policies across the enterprise. This App provides consistent policy management framework.

* **Cyber Security Policy framework & Control Certification**

**Customer:** Tahakom

**Duration:** Apr 2019 to Nov 2020

**Role**: Module Lead

**GRC Platform:** ServiceNow GRC-New York

**Team Strength:**  6

**Description:**

Integration of UCF with ServiceNow platform to import NIST 800-53 & GDPR control library to map internal control Objectives to UCF controls and mapping of Risk statements, Indicator Templates, Entity Types & Policies.

**Control Certification** enables users to asset and certify controls on a periodic basis. These attestations ensure to record control description changes, Ownership changes and performance failures.

* **Vendor Risk Management, PII Assessment Solutions**

**Customer:** Comcast Corporation

**Duration:** Jun-2018 to Apr 2019

**Role**: Developer

**GRC Platform:** ServiceNow GRC

**Team Strength:**  5

**Description:**

Implementation of ISO 27001: Vendor Risk Management feature enhancements in ServiceNow platform to manage vendor portfolios, assessing vendor risks and tiering, and for completing the remediation life cycle at Vendor-Product/Service level. Personally, identifiable information (PII) risk assessments enable organizations to track and mitigate risks by implementing remediation to minimize future risks such as social engineering attacks, heavy regulatory fines, and loss of customer trust and loyalty etc.

* **Group Operational Risk Application**

**Customer:** UBS Bank

**Duration:** Dec-2017 to Jun-2018

**Role**: Developer

**GRC Platform:** MetricStream GRC-7.0

**Technologies:** Oracle: SQL, PL/SQL & Shell Scripting

**Team Strength:**  10

**Description:**

UBS risk governance framework operates along three lines of defense, ie., business management, control functions, Group Internal Audit (GIA). Current implementation facilities. Process of identifying, quantifying, and managing the risks at organization level. As the outcomes of business activities are uncertain, they are said to have some elements of risk, using this application one can assess, monitor, minimize and control the probability and impact of unfortunate events or maximize the realization of opportunities and identification and evaluation of issues as well as case investigation and tracking leading to an elaborate remediation or corrective action process.

* **Risk Intelligence Center**

**Title:** Risk Intelligence Center

**Duration:** Dec-2016 to Dec-2017

**Role**: Technical Lead

**GRC Platform:** MetricStream GRC-7.0

**Technologies:** Oracle: SQL, PL/SQL and JavaScript

**Team Strength:**  5

**Description:**

Risk Intelligence Centre (RIC) helps Organization to ensure Risk and Compliance of the Organization is in accordance with the Company/Government regulations and handle Risks across the enterprise with a proactive Risk Management approach. This solution also provides metrics that help in creating reports, which would make it easier for senior management to view the current Compliance posture.

**Archer-Tableau Integration**-In order to overcome the limitations of reporting in RSA Archer platform, Archer-Tableau proactive solutions is implemented in two ways. First method of integration uses Data publication features of Archer platform to integrate with Tableau and second method of integration connects to Sql Server Database of Archer platform to provide the insight of live data.

* **Third Party Risk Management [TPM/VRM]**

**Customer:** Boehringer Ingellheim

**Duration:** May 2015 to Nov 2016

**Role**: Module Lead

**GRC Platform:** MetricStream GRC-SP6

**Technologies:** Oracle: SQL, PL/SQL &Java Script

**Team Strength:**  15

**Description:**

BI was faced with a growing and dynamic regulatory environment, regulators, and public holds BI increasingly accountable for their 3rd Parties business. Our current approach and execution of supplier risk management prior to a 3rd Party being added to our ERP vendor master is fragmented, decentralized, and not well defined. There was lack of global systematic, streamlined, sustainable processes, framework & toolsets to assess and manage supplier risk (registration, segmentation, screening, assessing risk, due diligence, qualification, monitoring).

Implemented a global third party on boarding, segmentation, and screening platform to identify, measure and manage risk will create a framework for centralized governance and overall approach to managing third party risk and compliance topics while properly segmenting them by key attributes.

* **Internal Audit Management**

**Customer:** United Technologies Corporation (UTC)

**Duration:** Jun 2012 to May 2015

**Role**: Developer

**GRC Platform:** MetricStream GRC-SP3, SP5

**Technologies:** Oracle: SQL, PL/SQL, Java Script

**Team Strength:**  25

**Description:**

**Risk:** For Internal Audit to determine the appropriate scope for audits in any given period, the level of risk relating to each risk factor for each auditable entity will be determined.

**Field Work, Findings Issues and Audit Report**: The fieldwork begins when the auditors visit the auditable entity in person. Auditor completes the control testing based on the strategies defined in governance library and documents the results. Depending on the result, the auditor may decide if expanded and detailed testing is necessary. Anytime during this process, the auditor will be able to record findings.