**Shalini Bisht** A picture containing company name

Description automatically generated

Mobile: +91-8722794666

Email id:  [Shalini.bisht9@gmail.co](mailto:Shalini.bisht9@gmail.com)m

**Career Objective:**

To pursue a highly rewarding career, seeking for a job in challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth.

**Experience summary:**

* 6.11 years’ experience working on e-security/Information security project.
* IT Risk/ Identity & Access Management project management, web-based applications security, portal administration and secure application development for global enterprises.
* Currently working on a project involving Identity and Access Management tools like ForgeRock.
* Hand-son on end to end client integration on IDAM tools such as Ca SiteMinder, ForgeRock which are one of the leaders in Gartner’s magic quadrant
* Knowledge on ITIL process involving Incident, Change and Problem Management.
* An effective communicator with strong leadership, client interfacing, good interpersonal and coordination abilities.
* Cloud based application onboarding, federation establishment for various application.
* Troubleshooting the issues related to partnership and SSO.
* Involved in remediating application as per standards mentioned by client’s side
* Mentor all new resources that join the project to make them productive.
* High quality in grasping the client needs quickly and satisfying them promptly with the desired results.
* Possess excellent interpersonal, communication and organizational skills with proven abilities in team management, customer relationship management and planning.
* Understanding of managed services business and the significance of SLAs, SOPs and escalation matrices.
* Have fast learning skills and dedication to work with new systems and technologies.

**Technical Expertise**

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| **Languages:** | C, C++, HTML5 |
| **Security Technologies:** | ForgeRock AM, IDM, CA Site Minder r12.51,CA Identity. |
| **Operating System**: | Windows, Linux. |
| **Applications/Tools** | Word, Excel, PowerPoint, Outlook, WinSCP, Putty |
| **Domain** | Energy and utilities, mobility |

**Professional Experience:**

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| --- | --- | --- | --- |
| **Company name** | **Joining date** | **Last date** | **Designation** |
| Wipro Technologies | 3rd march, 2014 | 26th Dec ,2017 | Senior Project Engineer |
| Simeio Solutions | 2nd Jan, 2018 | 29th Oct, 2018 | Consultant |
| Accenture Solutions | 16th Nov 2018 | Till now | Security Delivery Senior Analyst |

**Project Details**

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| **Project** | Accenture |
| **Duration** | Nov 2018 –Till now |
| **Skills** | ForgeRock OpenAM, IDM , DJ , IG, AWS, GCP, Linux |
| **Role** | * Given brown bag session within Security where 80+ participant attended the session, Provided the Session on Open AM as part of learning series for digital identity. * Created an automation script on PowerShell to fetch the data, which has reduced the Manual effort and could take hours to generate. * Currently Supporting 4 projects/ clients. * Created multiple changes for enhancement request by client and customized the email template. * Working in security vulnerabilities i. e Cloud, internal, external and SIEM. * Took the ownership of new project, created project related documents, checklist, conducting meetings, planned reverse KT, known transfer from DEV Team. * User Provisioning and De Provisioning and life Cycle management. * Reconciliation of Data * Providing solutions to client at client place with Proof of Concepts ( IDM and AM) * Enabled REST API call User life cycle management * Application Onboarding and maintenance SAML. * Integrated client websites with OpenAM by using policy agents to provide single sign on services. * Integrated third party SaaS applications with OpenAM to provide single sign on service * Integrated MFA service for client. * Installed vulnerabilities patch provided by ForgeRock. * Implemented shell scripts to monitor the ForgeRock services * Provided production support on products like OpenAM, OpenIDM, OpenDJ and OpenIG * AWS management implemented Right Sizing of Servers, Power Scheduling, Security features in AWS Account. * Handling Critical incidents |
| **Project** | WIPRO(FAAS) - Shell Info |
| **Skills** | Service manager 9.0, CA Site Minder r12.51,CA Identity Minder, TIL Incident Management, Problem Management, Change Management, Team Management, KEDB, CA Identity manager, Federation, SSO |
| **Role** | * On-boarding and Supporting the shell application resolving * User’s issues and application on boarding issue directly contacting with the client. * Creating the federation for SAAS based application. To provide single sign on functionality for applications. * Configure authentication schemes such as IWA (Integrated Windows authentication), PKI, and OTP that are required by customers. * Resolve partnership issues by SAML analysis (SAML 2.0 in our architecture). * Integrating applications with Siteminder in development, testing and production environment as and when required and providing support in case of any issues. * To provide required access to the users through admin console for identity management. * Managing team and preparing Roaster shifts. * On boarding and off boarding of resources. * Maintain various ITIL audit documents. * Creating monthly reports for the issue. * Monitoring the effectiveness of incident management and making recommendations for improvement. * Assist in Induction of new team members organize team meeting / ensure effective participation by all. Identify Training requirement and tracking development needs of team members. * Coaching/mentoring team members. Tracking of Trainings for team members Idle time management of the team Plan and track KT Contribution in building synergy in team. * Interacting with Shell Users from different countries so the access can be provided. * Direct contact with CA vendor (L3 support). Resolve customer issues by interacting with T-Systems, AT&T and cloud team. * Used ticketing tool SM9 for timely management of Incident Tickets, Change Managements and reporting |

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| **Project** | Wipro-CSP-ATT-PJ-AT&T M2M SANY |
| **Skills** | HTML, CSS |
| **Role** | Developing UI for tabs, Phones, Desktop for Sany. We used to create HTML pages for Sany mobiles. The wireframes were given by the client side so the exact page can be created for all the devices. As a developer, responsible for development, support, maintenance and implementation of small to medium components of a project module |

**Achievements:**

* Credited as EXCEPTONAL PERFORMER & Exceeds Expectation by Managers.
* Awarded as Outstanding Contributor by the Manager by rewarding WIINER CIRCLE POINTS.
* Customer Recognition for managing and successfully completing application Upgrade project.
* Got excellent rating by Manger from last two years.
* **ForgeRock OpenAM Certified Specialist.**
* Got ACE award for Q2 2020 for my dedication and hard work
* Attended AWS training conducted by Organization

**Academic Qualifications**

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| --- | --- | --- | --- |
| **Course** | **University** | **Year** | **Percentage** |
| MCA | Amity University | 2013 | 6.18(CGPA) |
| BCA | HNB Garhwal University | 2010 | 72% |
| 12th | G.R.D Academy | 2007 | 63% |
| 10th | G.R.D Academy | 2005 | 65% |

**Other Details**

Contact Information: +91 872279466

Email Address: Shalini.bisht9@gmail.com

Date of birth: 09th Feb 1990

Gender: Female

Marital Status: married

Team size: 20

PAN card no: AVEPB2240G

Current Location: Gurgaon

**Hobbies**

* Traveling and exploring new places, Dancing, Gym and cycling.
* Exploring any new ideas.
* Cooking, listening to music**.**

**I here declare that the above-mentioned details are true to my knowledge**

**Place:**

**Date:** **[Shalini Bisht]**