Ankita Dhekane

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EDUCATION

Santa Clara University, Leavey School of Business   Santa Clara, CA
Masters of Science Information System Candidate, GPA 3.82   Graduation June- 2026

Mumbai University   Mumbai, Maharashtra, India
Bachelor of Engineering in Information Technology,   Graduation June- 2019

TECHNICAL SKILLS

Compliance and Regulatory Norms: GDPR, HIPAA, PCI DSS, and NIST cybersecurity framework, ISO 27001

Programming Knowledge : C, Java, Python (NumPy, pandas, seaborn, scikit-learn)
Data Science: Data Wrangling, Visualization, Classification, Regression, Clustering
Tools: MS Suite, Jupyter Notebook JIRA, Confluence, Archer, ServiceNow, CyberArk, Active directory, Microsoft Threat Modeling Tool, BurpSuite, ZAP, SonarQube

EXPERIENCE

ATOS Global IT Solutions and Services Private Limited   Pune, Maharashtra, India
Associate Consultant   February 2020-January 2024
Information Risk Assessor

- Engaged the Asset and/or Risk Owner to establish agreement on the high-level scope and risk scenarios.
- Defined risk scenarios, including key terms, and assess assessable risk factors such as previous Corrective Action Plans and Issues, and analyze the relationships among the factors (threat, vulnerability, impact, likelihood, and predisposing condition).
- Assessed controls in place through testing or obtained evidence to determine control effectiveness and residual risk rating.
- Facilitated access to required information and Subject Matter Expert (SME) resources (Business, Technology, Cyber, etc.), fostering collaboration between business and technology areas to delineate potential impacts on Manulife.
- Documented issues and reviewed the Corrective Action Plan documented by the Risk Owner (e.g., exception, remediation, etc.).
- Facilitated approval from the Risk Owner for the risk treatment plan. If the Risk Owner does not agree to the risk treatment plan, adhere to the risk exception approval process.
- Documented and communicated the risk assessment results, including an executive summary, scope, approach, limitations, assumptions, sources, and methods for obtaining assessment information, rating for inherent risk, residual risk, identified issues, and required control remediation activities.
- Validated and tested the controls after the Risk Owner implements the Corrective Action Plans (CAPs) to ensure the risks have been appropriately managed

Identity and Access Management Analyst

- Addressed user inquiries and concerns regarding system or application access, ensuring seamless operations proactively.
- Handled ticket inflow utilizing ServiceNow support and ticketing tool, maintaining a streamlined workflow.
- Oversaw Microsoft on-premises Active Directory, O365 exchange, and Power Shell management, resolving issues related to mailbox, distribution lists, MS Teams, and other critical components.
- Demonstrated proficiency in managing various user account scenarios such as new hires, rehires, personal and shared mailboxes, distribution lists, employee transfers, AD group modifications, legal name changes, Eclipse Access Requests, account unlock, and password resets.
- Resolved service requests, incidents, chats, emails, and high-priority tickets promptly, ensuring adherence to SLA.
- Worked on file share folder requests to address user needs effectively.
- Performed user and group management tasks, including onboarding, transitioning, and offboarding processes for Joiners, Movers, and Leavers.
- Execute termination processes efficiently, ensuring compliance with organizational protocols.
- Assume the role of Shift Lead, effectively delegating tasks and managing resources to maintain operational efficiency.

ACADEMIC PROJECTS

Crash Reporting:

Optimized data preparation and cleaning processes by addressing missing values, inconsistencies, and outliers, resulting in a 20% improvement in data quality. Performed comprehensive exploratory data analysis (EDA) using Seaborn to uncover trends and patterns, leading to three findings. Implemented clustering algorithms to segment data into meaningful groups, enhancing insights and understanding of key patterns. Delivered actionable insights through impactful visualizations and in-depth data analysis, enabling informed decision-making and strategic improvements.