

HARSHITA CHOPRA

Extensive Experience in Risk Analysis, Compliance, Information Security, and Customer Service

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SUMMARY

Proactive and results-driven Information Security professional with a strong background in risk analysis, compliance, and IT governance. Demonstrates expertise in developing and assessing compliance frameworks, conducting in-depth risk analysis, and aligning organizational practices with international standards. Skilled in stakeholder collaboration, internal audit, and delivering training to embed a risk-aware culture.

SKILLS

- **Risk Management & Compliance:** Control Testing, IT Governance, Internal Audits, Third Party Assessment, Findings Management, Regulatory Compliance, Risk Assessment, Information Security, Data Privacy and Protection
- **Data Analysis Tools:** Power BI, Advanced Excel
- **Presentation & Training:** Stakeholder Engagement, Policy Development, ISMS Awareness, Monitoring & Reporting
- **Technical Proficiencies:** ServiceNow, Java, MySQL
- **Soft Skills:** Problem Solving, Analytical Thinking, Strong Communication

EDUCATION

Sep 2023 - Sep 2024	MSc Network and Information Security, Kingston University Course Modules: Cryptography and Applications, Mobile Security, Network and Information Security	England, UK
Jul 2021 - May 2023	MBA - Business Analytics, BITS Pilani Course Modules: Advanced Statistical Methods, Predictive Analytics, Project Management, Data Visualization and Communication, Managing People and Organization	Pilani, India
Jun 2015 - May 2018	BSc CMS, Christ University Course Modules: Database Management System and Software Engineering, Data Mining, Computer Networks, .Net Technology	Bengaluru, India

EMPLOYMENT HISTORY

Aug 2021 - Aug 2023	IRM Risk Analyst, Shell <ul style="list-style-type: none">• Developed and maintained a comprehensive compliance framework aligned with international standards and policies.• Conducted risk analysis and internal control testing to identify compliance gaps and implement mitigation strategies.• Ensured compliance with external regulatory requirements and tracked adherence to standards.• Monitored and managed internal and external audit findings to ensure timely resolution and closure.• Delivered security awareness training to staff at all organizational levels.• Delivered presentations and reports on risk trends, control measures, and compliance status to internal and external stakeholders.• Collaborated with cross-functional teams to enhance ISMS controls and align risk management processes with best practices.• Supported audits by preparing evidence and addressing regulatory requirements for improved organizational compliance.	Bengaluru, India
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Jul 2018 - Jul 2021	Service Assurance Analyst - Settlements, Shell	Bengaluru, India
	<ul style="list-style-type: none">• Monitored system and application performance to identify and resolve operational issues effectively.• Reviewed and approved change tickets to ensure operational integrity and compliance.• Maintained and updated operational runbooks, support guidelines, and procedures for seamless incident handling.• Collaborated with external vendors to troubleshoot issues and address operational gaps proactively.• Managed SLA and KPI reporting to track performance and meet operational targets.• Conducted root cause analysis for recurring incidents, implementing preventive measures to reduce downtime.• Supported the implementation of new systems and upgrades by coordinating testing and ensuring operational readiness.	

PROJECTS

- **Blockchain Security Training Framework (Academic Project)** - Designed a comprehensive program focusing on blockchain security, covering key aspects like consensus mechanisms, blockchain privacy, and smart contract security. The framework aimed to mitigate emerging risks and equip professionals with the knowledge to secure blockchain systems effectively.
- **Multi-Factor Authentication (MFA) Policy Implementation** - Played a key role in the core team responsible for designing and implementing the MFA policy. Conducted reviews of over 3000 customer-facing applications in the Retail domain to evaluate the necessity of MFA for each application. Provided critical inputs and contributed to the approval of a new internal policy, mandating MFA for all customer-facing application projects to ensure enhanced data security.
- **Customer Facing Applications Risk and Remediation (CFARR) Program** - Managed and reviewed over 2000 findings within the CFARR program, conducting thorough follow-ups to ensure timely and effective remediation of identified risks in customer-facing applications. Worked closely with teams to ensure that remediations were aligned with compliance standards and successfully addressed vulnerabilities. Contributed to the closure of findings, improving security posture and operational compliance. Recognized and awarded for exceptional performance and impactful contributions to the program.
- **New Joiner Training and BAU Management** - Independently trained new joiners, equipping them with essential knowledge and skills to excel in their roles, while seamlessly managing Business-As-Usual (BAU) activities. Received recognition for exceptional dedication and effective multitasking.

CERTIFICATIONS

- ISO 27001:2022 Lead Auditor
- ITIL V4
- Big Data using HADOOP
- Agile-White Belt

LANGUAGES

English (Fluent), Hindi (Fluent), Punjabi (Fluent)

HOBBIES

Swimming, reading books, dancing, spirituality and meditation, Netflix, exploring nature, networking, and traveling

DEI & Environmental Statement

Committed to fostering an inclusive and diverse workplace to drive innovation and sustainability. Advocates for environmental sustainability through sustainable practices.