

SHIVA CHAUDHARY

Senior Analyst

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Accomplished IT professional specializing in data analysis, Identity and Access Management (IDAM), and automation, with a robust background in Public Key Infrastructure (PKI) management. Spearheaded an automation sub-team, driving substantial enhancements in operational efficiency and SLA adherence. Expertise in user access management, developing and enforcing security policies, and providing proficient technical support. Renowned for devising innovative solutions, optimizing user management processes, and effectively resolving complex technical challenges.

PROFESSIONAL EXPERIENCE

Senior Analyst Cyber Security (2021 - Present)

- **Public Key Infrastructure (PKI) Management:** Managed ROOT CA and Intermediate CA servers, created Certificate Signing Requests (CSRs), and oversaw the certificate lifecycle for all intranet applications. Developed custom certificate templates for domain controllers, ensuring secure and efficient certificate management across the organization.
- **Automation and Data Analysis Leadership:** Founded and led an automation sub-team, significantly improving operational efficiency and reducing SLA breaches through innovative automation and data analysis solutions. Leveraged data analysis to expedite User Access Request (UAR) closures from months to weeks.
- **Optimized User Access Management:** Collaborated with a team to manage user access using Active Directory, Entra ID and SailPoint IIQ, achieving a 23% reduction in issue incidents post onboarding through problem management and automation.
- **Security Policy Development:** Collaborated with cross-functional teams to develop and enforce security policies, minimizing unauthorized access and enhancing data protection.
- **Expert Technical Support:** Provided expert technical support, resolving complex issues promptly and efficiently to minimize disruptions. Employed troubleshooting methodologies to identify root causes, implement solutions, and document resolution steps for future reference.
- **Recognized Innovation and Excellence:** Earned multiple commendations from customers and the organization for out-of-the-box thinking and delivering effective resolutions.

EDUCATION

Master of Technology, CSE (2022 - 2024)

8.8 CGPA. Conducted final year research focused on student segmentation using clustering approaches, published a paper in a SCOPUS-indexed journal, and received commendation from the university for outstanding academic performance.

Bachelor of Technology, CSE (2017 - 2021)

8.1 CGPA, final year project includes a ML currency recognition application for visually impaired.

SKILLS

- Active Directory
- SailPoint Identity IQ
- Entra ID
- PKI
- PowerShell
- Python
- Excel
- Oracle, MySQL
- Tableau