ALOK SINGH NARWARIYA

MBA, ISO 27001 LI & LA

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| **Work Experience** | Over 9 years (8 ½ Years in Risk and Fraud Management and ISMS) |
| **Skills** | Back office operations (Advance Excel and Access 2007), Exposure to Fraud Prevention and Control, Risk Management and Data Mining (ACL and SQL). ISMS management, ISO 27001 Audit. |
| **Industry** | e-Governance, E-Commerce Industry, Insurance and Telecom |
| **Current Role** | Senior Consultant (Governance, Risk & Compliance) |
| **Current Employer** | Wipro Infotech Ltd (Consulting Division). |
| **Previous Employer** | Max Newyork Life Insurance Co. Ltd, Gurgaon |
| **Qualification** | * BCA from Barkatullah University Bhopal in 2003. * MBA (IT and Marketing) (Jan-2011 to Dec-2012) from Dr.CV Raman University, Bilaspur. |
| **Technical Qualification** | e-Diploma In Advanced Software Technology (e-DAST) from CMC Limited |
| **Certification / Trainings** | ISO 27001 Lead Implementer and Lead Auditor, Prince2 Practitioner Certified, Six Sigma GB Training. |

**Professional Summary:**

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| **S.No** | **Organization** | **Profile / Responsibilities** | **Tenure (Months)** |
| 1 | **Wipro Infotech Ltd. (Wipro Consulting Division) – Based at Gurgaon Development Centre** | **Senior Consultant - Consultant, Governance-Risk & Compliance**  **Current Assignment: Unitech Wireless Ltd.**  Project Summary:   * ISMS Compliance assurance and support * Audit SPOC for SOX, ITGC and ISO 27001 * Conducting internal audits for SOX, ITGC and ISO 27001 for assuring internal compliance * Responsible for audit compliance of Logical Access and Security in adherence to Telecom and SOX regulations * Regular monitoring and reporting of cases under Exception Management. * Security Patch Advisory analysis and release for multiple OS, Middleware and network devices deployed at the client side. * Perform Quarterly Employment Verification, Continued Business Need, Privileged Access Revalidations, and Privileged Authorization Revalidations for accounts in the Intel, Unix, and Remote Access environments. Ensure that all required evidences are retained for audit. * Monthly Audit of ID Creation / Deletion and Access Rights modification for all the domains. * Compliance check for Password management and servers hardening of Solaris and Linux servers.   **Consultant - Consultant, Governance-Risk & Compliance**  **Current Assignment: Bharti Airtel Central Security Team**  Project Summary:   * Preparation of Information Security Awareness portal, content management. * Preparation of Computer Based Training for ISMS. * Content Management for New Employee Induction Information Security Awareness   **Previous Assignment: ISMS Audit for National Housing Bank(Team of 3 Consultants).**  Project Summary:   * ISO 27001 Surveillance Audit Support * The assignments involved conducting audits to review the controls and records, review and updating of ISMS documentation and technical assessment of the clients’ infrastructure.   The following tasks were undertaken:   * Current state assessment and gap analysis * Review and re design of security management policies and practices * Security awareness training for client organization employees   **Previous Assignment: UP SeMT – Dept of IT, UP(Team of 9 Consultants).**  Project Summary:   * Advisory comitte to PS (IT) Govt of UP. * Service Delivery to various departments. * Assesments of DPR’s prepared by NIC as per GoI guidelines * Assesment of CSC Models * E-District rollout * Modeling of state rollout of CSC’s.   **Previous Assignment: Bharti ICS Project (Team of 6 Consultants)**  Project Summary: [www.airtelcallhome.com](http://www.airtelcallhome.com)   * Fraud Management services (Purchase & Usage Based) * Data analytics – Calling Data Records study and fraudulent calls identification. PRS and Call routing identification. * Gateway Rules enhancement and new rules implementation * Day to Day risk management operations (Client Premises)   **Achievements:**   * Galaxy Team Award (Q2 08-09) – For the Best Delivery Team * Star of the Month – in July 2012 | **66 months** - till date |
| 2 | **MAX Newyork Life Insurance Co Ltd, Gurgaon** | **Assistant Manager – Agency Standards**   * Compliance checklists for Agency Management. * Conduct periodic dip-stick research and data analysis for Agent/Agency Employee improprieties * Identify chronic areas which require agent education / circular issuance etc * Perform root cause analysis of Agent frauds and recommend preventive measures * Mystery Shopping * Periodic Analysis of: Cancelled Policies, Lapsed Policies, multiple policies Replacement Sale, Cross-selling, inappropriate policy splitting, etc. * Assist in ensuring satisfactory audit ratings on Agency processes.   **Achievements:**   * ACL scripting for various reports. * Launched Agents Profiling and Enhanced Monitoring of Selected Agents (EMSA). * Timely Root-cause analysis and initiation of adequate preventive measures for Not taken and Policy cancellation. * Effective recruitment Analysis to find the inappropriate recruitments done by Sales team. * Successfully completed Six Sigma Green Belt Training conducted by TQMI. | **18 Months** (Nov-2006 to March-2008) |
| 3 | **Aspen Communications Pvt. Ltd, Gurgaon** | **Team Leader - Risk Operations**  Managing a Team of 5 members and one SME responsible for Fraud finding and chargeback reduction. Outbound calling for dispute resolution and chargeback reversal.  Additional Responsibility: Managing the Affiliate Management Process. | **24 Months** (Nov-2004 to Nov-2006)  Joined as “Associate-Risk Operation” in Nov-04, got promoted as “Team Leader” in Apr-06. |
| 4 | **IBM Daksh BPO Services, Gurgaon** | **Specialist Technical Support**  Providing Technical web based support for a US based hardware vendor. Making outbound calls for collecting the Credit Card information for collateral from customers in the US. | **06 Months** (April-04 to Oct-04) |
| 5 | **Reliance Group Security Service, Reliance Infocomm (MCN), Gandhi Nagar , Bhopal** | **Console Operator (Agency Staff)** On payroll Of Premier Solutions, New Delhi   * Worked on state of the art Security Automation System. * Maintenance ,configuration and monitoring various Security Devices, events and alarms through software * Authorizing the access to different Levels of Access Cards.   **Achievement:**   * ISO 9001-2000 implementation for RGSS (MP Circle) | **08 Months** (Sep-03 to April-04) |
| 6 | **Central Bureau of Investigation, Bhopal Branch** | **Trainee Consultant** for CMC Limited, New Delhi in contract with M/s Marketech Inc. C-123 Lajpat Nagar-I, New Delhi   * Maintain and manage the Oracle database and Lotus domino server 4.0 at the Branch Server (BDC). * Training to the CBI officials and staff members to use the Facility Management System CBI Projet developed by CMC Limited New Delhi. | **07 Months** (April-01 to Oct-01) |