## Objective

To grow as a member of an organization wherein I can utilize my technical and managerial skills to attain the organizational goals in synchronization with personal goals.

Overview

I am currently working as Sr.Manager - Information Security at Sun Life Financial India. My responsibilities primarily include managing Information Security from Governance, Risk and Compliance perspective across Asia Service Centres. Prior to this, I was associated with Bank of America, responsible for managing Insider Threat and Behavioral Analysis team comprising of 30 members. I am an engineer (B.Tech, Computer Science), BS ISO / IEC 27001: 2005 L.A with 8+ years of experience in service industry. The certification helped me in comprehending ISMS framework and how it can be implemented to take care of minutest of flaws. Thus, reducing risk and creating a robust repeatable mechanism. I started my career as a Technical Support Associate with a fortune 500 company, having a US based clientele. During the span of professional experience I had the opportunity to work in different capacities of an Information Security Lead, Shift Lead, and Quality Analyst, Technical / Process trainer and Technical associate respectively which helped me in enhancing my managerial as well as analytical skills.

Skills Summary

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| |  |  | | --- | --- | | * Critical Vendor Security Assessments | * People Management | | * New Technology Risk Assessment | * MIS Reporting | | * Corporate and Regional Audits | * Part of Intellectual Property (IP) projects developed and under formulation. | | * Guidelines Formulation | * Trade Secret | | * Building Process and Procedures | * Quality Control (Audits and Feedback) | | * Training and Development (Process / Technical Trainings) | * Technical Support (Desktops, Portables, Wired and Wireless Networks & Operating Systems). |  |  |  | | --- | --- | | Insider Threat Management | | | * Behavioral Analysis | * Log Analysis |  |  |  | | --- | --- | | Threat & Vulnerability Management | | | * Risk Models | * Manual advisory creation | | * Open Source Research | * White Papers and Point of Views | | * Risk assessment of advisories |  | |  |  |

Professional Experience

## **SUN LIFE india service centre pvt ltd.: dec 2011 - present**

## Sr.manager: information security

Sr.Manager - Information Security at Sun Life Financial is responsible for managing Information Security for Asia Service Centres from Governance, Risk and Compliance perspective across India and Manila. The key responsibilities handled are as follows:

**Security Governance:**

* Formulation and implementation of region specific guidelines in line with the enterprise wide guidelines.
* Creation of detailed process and procedures
* Information Security user awareness sessions.
* Conducting regional audits as well as vendor assessments
* Implementation of remediation plans

**Security Operations**

* Track the employees for noncompliance against the security policy. This involved monitoring them across various domains. E.g. Email, unauthorized software, elevated privileges, web browsing etc. The role involved reviewing and approving the exceptions requested.

**Security Advisory Services**

* Technology and vendor risk assessments, gap assessment and internal audits.

## **Bank of america continuum solutions (p) Ltd.: April 2008 – nov 2011**

## Team LEADER (INfosec LEAD): INSIDER threat management (AUgust 2010 – Nov 2011)

Insider Threat Management team enhances security by monitoring and performing analysis on the employees having access to the confidential and proprietary information using wide variety of tools.

**Cyber forensics (log) and Behavioral Analysis**

* Receiving and reviewing logs from various tools of employees and treating each event independently ensuring a sound judgment is made for the actions carried out. This involves performing reanalysis, Liaoning with respective stakeholders and escalating the incident if required.
* Project : Risk Ranking Framework / Assessment Model (Data Loss Prevention (DLP), Guardium (Database Monitoring) and Email Monitoring (Vontu))
* Consolidated risk score for different departments.
* Prioritizing the notification and the remediation efforts.
* Understanding the trend / pattern / behavior of department and / or users.
* Segregation of repeated offenders.

Operations

* Handled a span of 10- 30 analysts and helped in migrating business from United States of America. Post which carried out process standardization activities which include identifying and base lining CTQ’s/Operational Metric’s, preparing the data collection plan, structuring the metric reporting system, formulating the quality audit sheet for the consultants, updating & creating process maps/documents. Also, prepared performance update reports / decks for review by senior leadership.
* Intellectual Property Project – I was part of formulating an Insider Threat Risk Assessment mechanism.
* Trade Secret – Filed a trade secret successfully with Bank of America.

## Team LEADER (INfosec analyst): VUlnerability / threat management (june 2009 – AUGUST 2010)

Threat Management team of Bank of America enhances security by delivering proactive early notifications of active attacks, potential threats and significant new vulnerabilities. Threat Management helps prevent spyware, viruses, worms, spam, malicious content, exploitation of operating systems and application vulnerabilities from infiltrating and infecting Bank of America network, email, and business applications.

**Tactical Intelligence**

* Receiving and reviewing vulnerability alerts from various vendors, researching on the impact in Bank of America, present and future internal controls and assigning a risk assessment rating using the CVSS v2 methodology.
* Reviewing and researching on Virus alerts which includes facts-finding as virus signatures, DAT file coverage, existing DAT in production, mitigation and also to involve different forensic teams for the remediation.
* Collecting and updating stolen credentials recovered by the Bank’s anti-virus vendor.
* Project: Risk model tying geopolitical trends with information security failure modes (Phase I of project for Intellectual Property).

**Open Source Intelligence**

* Carrying out daily research on news related to cybercrime and analyzing the impact of the same, specifically on financial institutions.
* Open research keeping the end consumers in mind.
* Compiling of White Papers.
* Publishing and writing point views on news from the world of information security and in general keeping the business impact in mind.

## Team developer (supervisor): Global it helpdesk (April 2008 – june 2009)

The Global IT Helpdesk provides level 1 and level 2 technical support to the employees of Bank of America based out at US and UK over calls and e mails. The complexity of the assistance provided by the helpdesk varies from unlocking an account to troubleshooting VPN / internet access and connectivity issues.

* Managing all aspects of day-to-day operations.
* Email and call audits.
* Associate feedback to ensure effective usage of tools, basic hygiene and compliance for positive CE and FCR.
* Preparation and analysis of performance update reports.
* Performance analysis of each associate, identifying the errors and developing an action plan to overcome the same.
* Handle escalations and provide real time floor support.

## **Dell international services india pvt ltd: july 2005 – april 2008**

## Techical support expert (technical / process trainer): march 2007 – april 2008

Cleared IJP and was selected to lead / train the associates in Transition Queue. After successful migration of two batches was moved to Dell’s New Hire Training Team.

* Carry out New Hire, New Product and Vitality technical / process trainings.
* Make trainees operations ready within 6 weeks.
* Provide timely feedback to the trainees regarding their strengths and shortcomings.
* Content Development – Process as well as technical trainings.
* Provide Real time production support to the associates.

## Sr. Techical support associate: june 2006 – march 2007

Provide Level 1 Technical and sales support to Dell customers for issues related hardware, software and networking (wired and wireless) for desktops and laptops.

* Successfully completion of Dell Certified System Expert (DCSE) certification for Wireless.
* Took the initiative of mentoring new hires and driving metrics in the team.

## Techical support associate: july 2005 – june 2006

Provide Level 1 Technical support to Dell customers for issues related hardware, software and networking (wired and wireless) for desktops and laptops.

* Successfully completion of Dell Certified System Expert (DCSE) certification for Portables.

Awards and Accomplishments

**Sun Life India Service Centre Pvt Ltd – Dec 2011 Present**

* Commendation from Managing Director for handling and successfully clearing Corporate Audit in Nov 2011.

**Bank of America Continuum Solutions (P) Ltd.: April 2008 – Nov 2011**

* Received Platinum Award for Q2 2011
* Received Bronze Award for Q2 2010
* Received Certificate of Recognition for Q4 2009
* Nominated to handle team of helpdesk analysts and lead the shift dedicated to separate Line of Business.

**Dell International Services India Pvt Ltd: July 2005 – April 2008**

* Received SmartStep as well as One Dell Team award for Q3 FY-08.
* Received Best Performer award for Cross functional Skills for Q2 and Q3 FY-08.
* Went on an Extended Business Trip to impart process and technical training.
* Became a Dell Certified Trainer in August 2007.
* Received Best Customer Experience Award for July 2006.
* Launched the Entity News Letter for Process /Technical as well as Policy Updates at associate level.

Certifications

* Lead Auditor BS ISO/IEC 27001:2005

Tools / Applications Used

* Archer
* Vontu

Education

swami devi dyal institute of engg and technology (Affiliated to Kurukshetra University, Kurukshetra)  
Bachelor of Technology, 2005 %:68  
(Four-year degree in Computer Science Engineering)

govt model senior secondary school – Sector 10, Chandigarh  
Class - XII (Non Medical), 2001 %: 65

army school, chandimandir – Chandimandir, Panchkula, Haryana  
Class - X, 1999 %: 73.6

Personal Information

* Interests and Hobbies : Travelling and Photography
* Date of Birth – 20th May 1983
* Age – 30
* Permanent Residence and Nationality – Chandigarh and Indian