**ROBERT M POWELL**

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**Summary**

Identity & Access Management (IAM) & Role-based access control (RBAC) subject matter expert (SME).

# Skills Profile

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| **Business-Process Leadership & Management** | Business process modeling (BPM), Analysis, Requirements gathering, Documentation, Change management (CM), Natural Organizer, Planning, Project Management, Coordinator, Implementer, Team Builder, Coach, Goal-setter, Coach, Goal-oriented, Problem solver, Visionary, Decisive; |
| **Architect Analytical Creative:** | Analytical, Logical abstract modeling, Functional-role design, Researcher, ability-to-Categorize, Classify, Evaluate, ability-to-Manage Data and Records, Budget, Compute, Estimate, Forecast, Brainstorm, Demonstrate Foresight, Use Intuition, Conceptualize, Design, Synthesize/Integrate, Visualize, Author/Composer, Graphic artist; |
| **Inter-personal Relational Communication:** | Collaborative, Socially & culturally sensitive, Conflict resolution, Servant, advocate, & liaison, Caring & supportive, Counselor, facilitator, Trainer/instructor, Good listener, Speaker, interactive, Great writer, Persuasive, Promoter, Group speaker, Consultative, able-to-Negotiate; |
| **Technical Tools & Delivery:** | Microsoft Active Directory (AD), LDAP, Microsoft SQL Server, Server 2003/2008/2012, Unix/Linux, Windows 7/10, Application/UI Validation Testing, Batch script, DevOps, Diagramming, Functional code refinement, SDLC, SQL queries, [Microsoft Office Suite]: Word, Excel, Access, Project, Visio; JIRA; Clarizen, Data Analysis, Desktop hardware, Enterprise architecture frameworks, Implementation, IP networking, IP-telephony, IVR, New technologies, Privileged Access Management (PAM), Problem Solving, Role-based access control (RBAC), Root cause analysis, Software configuration, Technical Support, Troubleshooting, Unified communications, [Virtualization]: VMware, vSphere, ESXi, vCenter, VoIP; |

# Professional Experience

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| **ABCS, Inc.** {for AAA / CSAA IG, Glendale, AZ} | **3/2016 – 4/2017** |
| IAM Engineer | Role-based access control (RBAC) Architect |  |
| Providing role-based access control (RBAC) engineering services for CSAA’s IAM Program Director. All engineering work (analysis, design, build, and testing) performed under common SDLC | DevOps Enterprise technology environment; | |
| * Providing Role-based access control (RBAC) analysis, design and implementation expertise w/in the company's SailPoint IIQ access management system installation; collaborating w/lean purposed IAM software development team to improve + expand the adoption of a logical and functional RBAC framework; | |
| * Fielded job family code schema changes from the Business; analyzed impact to existing downstream RBAC policy configurations in SailPoint and developed and implemented new RBAC solutions into Production to meet and align w/Business need requirements; | |
| * Provided consulting and analysis services to CSAA’s IAM Program Director, a) to help energize the socialization of RBAC to Business and IT stakeholders, b) for the role-mining and analysis of entitlement data held by users by exception, and c) for the development of RBAC models to assist in the definition of new functional roles for IT pilot groups; | |
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| **XMS Solutions Inc.** | **8/2015 – 2/2016** |
| Identity & Access Management (IAM) Engineer | |
| Providing Identity and Access Management (IAM) and Business Analyst support functions for various projects. | |
| * Provided discovery and development phase analysis for Brightstar Corp’s. | Dell One Identity Management Project (Miami, FL); * Provided technical facilitation support for the Oceaneering Intls. Novell to Microsoft Active Directory (AD) migration project (Houston, TX; New Orleans, LA) w/Dell Quest software; | |

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| **Simeio Solutions, Inc.** | **2/2015 – 10/2015** |
| Identity & Access Management (IAM) Solution Architect | |
| Providing Identity and Access Management (IAM) and Business Analyst support functions for various projects. | |
| * Provided role-based access control (RBAC) analysis for VF Corp. client (Greensboro, NC) for their Oracle IAM solution; * Provided Business Analyst support, producing business functional and technical requirements documentation for Energy Future Holdings (EFH) client (Dallas, TX) for their CA Technologies IAM program (SiteMinder SSO/Web Access Management + AuthMinder modules); provided operational support, incl. user account correlations, SOD policy configurations, + email communication workflow design, for user access attestation campaigns w/GovernanceMinder; * Provided Business Analyst support for the City & County of San Francisco (CCSF) client and their Oracle IAM development project, including business functional + technical requirements gathering + documentation, functional design diagrams, feeding into the technical design architecture of an Oracle 11g R2 stack solution; * Provided Business Analyst support for Asurion LLC (Nashville, TN) Role-based access control (RBAC) w/in their Dell One Identity Manager v6.1 (Quest Software) implementation, including business requirements gathering, documentation, + role mining; | |

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| **Independent IT Consulting** | | **8/2013 – 8/2015** |
| **IT/Special Projects Coordinator | eCommerce Team** {for Aftermarket Auto Parts Alliance, Inc. -San Antonio, TX} | | 8/2014 – 8/2015 |
| Provided IT Project Coordination + Business | System Analysis services; | | |
| * Analyzed and documented existing business systems, producing work-flow and system architecture diagrams w/MS Visio; | | |
| * Functional lead evaluating then implementation of Cloud-based Project Management application solutions (evaluated JIRA + Clarizen); | | |
| **Microsoft Frontline Tech-Support Rep.** {for Microsoft Productivity Online Suite: Outlook | Exchange | O365 | SharePoint | Lync -Austin, TX} | | 5/2014 – 7/2014 |
| Provided frontline technical support services for MS Productivity Online Suite: Outlook | Exchange | O365 | SharePoint | Lync; | | |
| * Gather mailbox statistics w/PowerShell; Recover lost mailbox accounts w/MFCMAPI | | |
| * Troubleshoot and resolve mailbox connectivity + non-delivery issues | | |
| * Creation of mailbox accounts w/Exchange Management Console (EMC) | | |
| **Desktop Migration Technician** {for Texas Comptroller of Public Accounts (CPA) & Texas Alcoholic Beverage Commission (TABC), Austin, TX} | 8/2013 – 12/2013 | |
| Provided Desktop/Laptop migration support for CPA of Texas, + lead 2-man team for TABC’s Panasonic Toughbook upgrade migration project; | | |
| * Performed deskside tasks, including execution of PowerShell | User State Migration Tool (USMT) script, + MS Windows Easy Transfer (MigWiz) routines to migrate legacy data to new systems; analyzed logs + mitigated issues; | | |
| * Direct customer-faced w/management + end-users, implemented communication plan keeping key stakeholders informed, while performing migration tasks, including the mitigation of post-migration issues; | | |

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| **NTTDATA Corp. Security Analyst** {for State of Texas Health & Human Services (HHS) Dept. of Assistive & Rehab Services, -Austin, TX} | | **02/2011 – 06/2013** |
| Functional Lead for the Hitachi-ID IAM Implementation Project; Drove all related activities including design, analysis, configuration, + testing under SDLC framework | DevOps environment; | | |
| * Designed the project-phase approach in collaboration w/the CISO, gathered + documented business requirements; performing gap analysis against statement of work (SOW) analysis to produce work breakdown structure (WBS) diagrams for each in-scope feature (translating into sequenced work packages); * Personally coordinated + performed all major work activities, including virtualized application server provisioning (VMware vSphere ESXi), installations + configurations of critical software, targeting + integration of infrastructure systems (PeopleSoft HCM, Active Directory (AD), etc.), business system integrations w/OOTB connectors, including integrative customizations w/batch + Python scripting; * Through iterative + progressive elaborations of weekly collaborative work sessions (F2F + virtual desktop screen sharing), I spearhead the build of an Hitachi ID prototype solution (comprised of Password Manager + Identity Manager modules) in the client's DevOp environment; | | |
| **Key Contribution:** | Successfully integrated the client’s Hitachi ID solution for the Password Management module, including target integrations, to baseline build in Test, while producing other essential artifacts and deliverables in preparation for the Identity Management phase (IAM); | |
| **Environment:** | VMWare ESXi 4.1/5.0, vSphere / vCenter, Microsoft Active Directory (AD), Windows Server 2003/2008 R2, Microsoft SQL Server 2008 R2 | |

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| **TEKsystems -RBAC Engineer** {for Electric Reliability Council of Texas (ERCOT) -Taylor, TX} | | **06/2009 – 01/2011** |
| Technical Lead defining & implementing the role-based access control (RBAC) component within the client's Sun Identity and Access Management installation. | | |
| * Built out the client’s organizational structure into the Sun Identity Role Manager tool; * Gathered and seed loaded identity + access data into the Sun Identity Role Manager; * Role mined, defined, certified and deployed more than 325 unique roles into Production for approximately 1000 employees across 75 internal organizational business units over a period of 2 years; (Total system namespaces: 24+ -Total access endpoints: Thousands; -Total access entitlements: tens of thousands.); | | |
| **Key Contribution:** | Successfully implemented the Role-based access control (RBAC) technology infrastructure component within the client's Sun IAM installation; | |
| **Environment:** | Microsoft Active Directory (AD), VMWare ESXi 4.x, vSphere / vCenter , Windows Server 2003/2008 R2, UNIX, Linux, AIX, Sun Identity Manager (Oracle Waveset), Sun Role Manager; | |

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| **CDI Corp. | IBM Corp.** -Access Security Delivery Specialist{for Cigna Health Insurance - Philadelphia, PA} | | **09/2006 – 10/2008** |
| Remotely provided access security provisioning services for Cigna’s employee customer base using Microsoft’s native ADUC tool as well as with IBM Tivoli Identity & Access Manager tools (TIM / TAM). | | |
| * Provisioned user access to network resources, including applications, through the use of Microsoft ADUC and BMC Control-SA by adding user objects to appropriate access control security groups. Also, provisioned and de-provisioned user access to resources + applications by assignment + un-assignment of roles w/IBM Tivoli IAM tool; * Worked daily with virtual team members -east + west coasts- to service Cigna’s national + international employee base w/an eye on HIPAA regulatory best practices; * Collaborated w/virtual team by teleconferencing + email to consistently meet + maintain Cigna’s weekly service level agreements (SLA); | | |
| **Key Contribution:** | Provided secure User Provisioning and Access Control services to the client’s customer base. | |
| **Environment:** | Microsoft Active Directory (AD), BMC Control-SA / Enterprise Security Station (ESS), IBM Tivoli TIM / TAM | |

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| **Emerson Process Management (Austin, TX)** | | **09/1996 – 03/2006** |
| IT Security Administrator | | |
| Managed the complete life-cycle of all Active Directory user objects as well as Microsoft Exchange and Lotus Notes accounts for all local and remote employees.   * Provisioned user accounts + access issues via Active Directory Users + Computers (ADUC); * Provided helpdesk support, root cause analysis (RCA) troubleshooting + resolution services; * Maintained security policies + procedures documentation, participated in periodic security audits; | | |
| **Key Contribution:** | As IT Security Administrator, provided excellent identity and access lifecycle management (IAM), never failing regular process audits. Also played a key team role during periodic infrastructure modernization efforts. | |
| **Environment:** | Microsoft NT, 2K, Microsoft Active Directory (AD), Microsoft 2003 Server, Microsoft Exchange 5.5/2K/2003, Lotus Notes 4.5/5; Citrix MetaFrame, Oracle Financials, Sales Order Mgt., and Manufacturing 9i/10.5/10.7/11i, IBM AS400 | |

## Education

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| **College-University**   * **Bachelor's degree in-progress** - 64+ Semester hours completed; varied institutions: {Arkansas Northeastern College | Austin Community College | University of Phoenix Online | Villanova University Online}   **Certificates**   * **Master Certificate: IS/IT Project Management** – Villanova University Online * Hitachi-ID Identity Access Management Suite;   **Other training**   * **Dell One Identity Manager v6.x Implementation Certification** – Dell Education Services—Round Rock, TX * **SailPoint Identity IQ** – Comparative survey exposure via SailPoint-provided training webinars; |