**Ramya Sree Majji**  
**Senior Software Engineer | IAM Specialist**

**Email:** [ramyasreemajji@gmail.com](mailto:ramyasreemajji@gmail.com) **Contact:** +91 8074923078

**Professional Summary:**

Experienced Senior Software Engineer with 3 years of expertise in Identity and Access Management (IAM), specializing in **Azure IAM** services, including **Azure AD** and **ADFS**. Proven track record of working on large-scale projects such as **Scottish Water**, **DLG**, and **Hermes**, contributing to system security and access control management. Skilled in Windows and Linux operating systems, basic networking administration, and IT service management with ServiceNow. Adept at problem-solving, collaborating across teams, and adapting quickly to new technologies. Seeking new opportunities to apply my IAM expertise and contribute to innovative IT solutions.

**Professional Experience [2022 – Present]**

**Capgemini** — Senior Software Engineer | IAM Specialist  
**Projects**: Scottish Water, DLG, Hermes (Azure IAM)  
**Duration**: 3 Years

**Roles & Responsibilities:**

* Lead the implementation and management of Identity and Access Management (**IAM**) solutions for clients like **Scottish Water**, **DLG**, and **Hermes**, utilizing Azure AD and ADFS for secure authentication and authorization.
* Administered user lifecycle management, role-based access controls, and security protocols, ensuring secure access to applications and systems.
* Collaborated with cross-functional teams to integrate IAM with cloud and on-premises environments, enhancing security and compliance.
* Managed access and identity governance across Azure environments, improving scalability and minimizing security risks.
* Provided continuous support and troubleshooting of IAM-related issues, ensuring the smooth functioning of systems.
* Implemented and configured ServiceNow IT service management for efficient incident and change management.
* Worked with both **Windows** and **Linux** systems, ensuring proper security configurations and access controls**.**
* Performing IAM health checks and incident management through **ServiceNow**.
* Managing Azure AD and application onboarding processes.
* Implementing and managing Multi-Factor Authentication (**MFA**) for applications and users.
* Configuring and maintaining Conditional Access Policies in **Azure AD**.
* Providing Azure AD server support, including certificate renewals and secret key generation.
* Conducting ADFS health checks and managing RPT (Relying Party Trust) onboarding.
* Modifying and updating RPT configurations for seamless authentication.

**Education:**

**Bachelor of Technology (B.Tech) - Electronics and Communication Engineering (ECE)**  
**Institute:** Lendi Institute of Engineering and Technology  
**University:** Jawaharlal Nehru Technological University, Kakinada (JNTUK)  
**Year of Passing:** 2022

**Technical Skills:**

* **Operating Systems:** Windows, Linux
* **Networking:** Fundamental concepts, troubleshooting
* **Identity and Access Management (IAM):** Azure AD, ADFS
* **IT Service Management Tools:** ServiceNow, PalomiNow

**Certifications & Training:**

* Azure [AZ-900]

**Soft Skills**

* **Problem-Solving & Analytical Thinking**: Ability to analyse complex issues and provide effective solutions in a timely manner.
* **Communication & Collaboration**: Strong interpersonal skills, able to work effectively with diverse teams and stakeholders.
* **Attention to Detail**: Meticulous attention to detail, ensuring high-quality and error-free deliverables.
* **Adaptability & Quick Learning**: Open to learning new technologies and adapting to changing work environments quickly.

**Personal Information:**

* **Date of Birth:** 02/09/2000
* **Language:** Telugu, English
* **Location:** Hyderabad

**Declaration:**

I hereby declare that the information provided above is true to the best of my knowledge and belief.

**Ramya Sree Majji**