

Senior Operations / Quality Analyst Senior Operations / Quality Analyst Senior Operations / Quality Analyst Somerset, NJ Outcome driven versatile technologist with experience in information security and user administration with cross-functional experience in data analysis, quality audits and customer experience management. Problem solver with a strong bias for action and demonstrated ability in using technology, process and communication to enable business value creation. Progressive hands-on experience in Microsoft operating systems and Microsoft Office suite applications. Work Experience Senior Operations / Quality Analyst IBM - IN February 2011 to September 2011 Performance reporting and behavioral analysis for backup servers, incident handling time, success rate etc. Provisioning access to users for various applications. Publishing SOX evidence reports for backup servers to senior management Providing qualitative analysis and root cause analysis for Sev 1, Sev 2 incidents and SRs Incident management Defect analysis and CAPA Providing routine and ad-hoc management information reports Preparing and maintaining functional procedures and standard operating procedures Ensuring adherence of SLAs and OLAs Monitoring and scheduling jobs in various backup sites Senior IT Security Administration Analyst Allianz Insurance Services November 2007 to December 2010 Complete user account management including creation, password resets, amendments and deletion Interacting with business units to gather details on access requirements and arranging/modifying access rights based on the requirement. Responsible for new hire training and involved in course creation for new hires Adhering to policies and procedures as per SOX compliance Working on Microsoft Exchange, Active Directory, Mainframe, VMware, Unix, Oracle based applications, SAS, SAP, HPOVSA etc. RACF user administration Amending user accounts with various security admin reports SLA adherence and compliance reporting to management Sharing daily updates with the team and ensuring compliance. Performance reporting for team members. Maintaining and updating security admin procedures/document, request forms, application licenses regularly Answering high-priority calls and providing solutions Providing routine and ad-hoc management information reports Monitor and audit the systems periodically to ensure compliance with the company's information security policies Motivate systems users to comply with information

security policies and procedures    Provide clear and accurate advice to systems users on correct computer security and access authorization procedures    Quality monitoring and providing feedback to junior analysts    Work with the projects team to transition the access administration part of newly developed applications    Work with the testing team to perform the UAT and QAT (Quality Acceptance) of different applications

Technical Analyst HCL - IN September 2006 to November 2007    Providing technical support for internet, outlook & wireless connectivity issues    Escalation management    Involved in other cross functional activities

Education Bachelor of Technology in (B Tech) Computer Science Kerala University

Skills ITIL, SOX, RACF, ACTIVE DIRECTORY, MAINFRAME

Additional Information Areas of Expertise    ITIL    Active Directory    User Administration    SOX Policies    Data Analysis    Incident Management    Quality Audits    Mainframe (RACF)    Microsoft Office

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