

ABDUL KAREEM

Technical Process Specialist

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EXPERIENCE

Technical Process Specialist

Infosys 10/10/2024 – 16/01/2026 Bengaluru

- Optimized support processes for enterprise applications functioning in production environment.
- Troubleshooted network issues, including application latency, connectivity challenges and server performance.
- Executed server-level inspections (CPU, memory, disk usage, service status) to identify primary contributors.
- Streamlined JML issues, resolved login failures, permission conflicts, and SSO errors for internal users.
- Streamlined application access provisioning through Identity management systems (OKTA, Azure, Active Directory).
- Experienced in identity provider integrations, SSO flows, and lifecycle provisioning using SAML, OAuth, and SCIM protocols.
- Worked with Rest APIs to troubleshoot identity integrations, handling authentication flows, token validation, permission scopes and analyzing API responses to identify timeout failures.
- Monitored and analyzed application and server logs using Splunk and Linux commands to troubleshoot production issues and perform root cause analysis.

Senior Operations Representative

Concentrix 28/03/2024 – 08/10/2024 Bengaluru

- Supervised core and administrative database operations, enhancing data accuracy.
- Monitored database performance continuously, implementing solutions for identified problems.
- Analyze and rectify network complications.
- Leveraged Postman to call REST APIs for diagnosing failed access requests and linkages.
- Implemented automation scripts for monitoring, self-correcting, backups, and defense.
- Enhanced automation of disk, service, and database health checks, reducing downtime.
- Reviewed database and application logs using Splunk and Linux tools to ensure data accuracy and support operational troubleshooting.

Senior Process Associate

Cognizant Technology Solutions 21/08/2023 – 14/02/2024 Bengaluru

- Facilitated account provisioning in Active Directory, Azure AD, and OKTA environments.
- Automated user account lifecycle tasks to improve accuracy and speed.
- Executed regular reviews of permission settings to uphold security standards.
- Authored detailed guides on provisioning operations for team reference.
- Conducted training workshops on utilizing identity management tools effectively.
- Coordinated user access management employing IAM principles including least authorization control and RBAC implementation.
- Assisted with SaaS application onboarding and SSO integration using identity providers to enable secure user authentication.

SDS Associate

Amazon Development 14/03/2022 – 07/08/2023 Bengaluru

- Supported troubleshooting such as Outlook, Network, SSO login failures and access issues, VPN issues.
- Supporting users via calls, chat and tickets.
- Managed complete order lifecycle, encompassing order creation verification and payment confirmation.
- Oversee access requests and software package installations according to roles.
- Provided application support for warehouse inventory and order management systems, troubleshooting order and stock discrepancies.
- Collaborated with engineering teams to debug complex identity and integration issues.
- Provided clear reproduction steps, logs, and impact analysis for faster fixes.

SUMMARY

Detail-oriented Technical Process Specialist with strong experience of over 3 years in IT operations, application support, and identity access management. Proven expertise in troubleshooting network, server, and application issues, managing JML (Joiner– Mover– Leaver) user access, and supporting enterprise applications. Skilled in log analysis, API troubleshooting, SQL, and Linux/Windows server monitoring to ensure system stability and SLA compliance. Committed to improving operational efficiency, system performance, and security through structured processes and automation.

EDUCATION

B. Tech in Civil Engineering

Mangalore Institute of Technology And Engineering

04/2014 - 07/2018 Moodubidre

SKILLS

SSO	Log Analysis	SQL	Linux
Windows Server	SSO	OKTA	
SAML	Entra ID	Active Directory	
REST	RHEL	Postman	JSON
IAM	ServiceNow	JIRA	
Confluence	Scripting G Automation		
Shell	OAuth2.0	Kubernetes	
Splunk	Integration		