Seema Dwivedi

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SUMMARY

Accomplished Program Manager, Cybersecurity and Fraud Principal Engineer/Consultant with over 20 years of progressive IT experience in telecommunications, cybersecurity, fraud prevention, and the pharmaceutical industry. Expertise in program management, infrastructure, and deliverable tracking. Proven ability to manage challenges, issues, risks, and obstacles to complete projects on time. Skilled in leading teams to achieve project goals based on customer requirements. Extensive experience in accounting, operations processes, change management, and best practices. Familiar with SDLC methodologies, including waterfall and agile. Proficient in QA processes and resolving complex system issues. Strong problem-solving skills and ability to quickly learn new technologies. Proven track record of leading creative teams to achieve focused results. Technical and data analysis skills include database knowledge (Microsoft SQL), SharePoint, Jira, and Rally.

PROFESSIONAL EXPERIENCE

COMCAST, Philadelphia, PA

Principal Solution Architect for Cybersecurity & Fraud   *2022 – Present*

- Developed a mitigation strategy for approximately 400k devices not associated with legitimate accounts in the billing system. Analyzed data to write use cases for fraud scenarios and mapped these scenarios to Data Lake tables to mitigate fraudulent devices (gateways) from the network. Theft mitigation remediated 175k fraudulently provisioned devices. Assisted in creating dashboard requirements to track mitigated devices. Theft mitigation reclaimed 16k subscribers as a direct result of mitigation and and regained revenue by converting these devices to legitimate subscribers.
- Restored default files lacking subscriber management filters. Added missing network filters to non-surfable files for power supply, EPON-ONU, and security cameras to prevent MAC address spoofing.
- Restored clone cable modem mitigation for legacy and virtual CMTS.
- Conducted security assessments and audits to identify vulnerabilities and misconfigurations, recommending mitigation strategies for WIFI Pass, Plug In Ready, NOW-HSD, and ACP (Affordable Connectivity Program). Created fraud and cyber risk assessments.
- Envisioned and implemented cybersecurity programs to detect and mitigate fraud and cyber threats.
- Ensured solutions were securely engineered, operable, maintainable, and delivered on schedule.
- Tracked and documented antifraud and cybersecurity compliance requirements for enterprise projects.
- Monitored trends and integrated emerging cybersecurity technologies into systems architecture.
- Contributed to the cybersecurity implementation strategy and participated in forums and meetings.
- Wrote the requirements for existing and known KPI/analytics dashboards for identity management in Data Lake tables by running SQL queries.
- Collaborated with cross-functional teams to integrate security into the development lifecycle. Monitored and responded to security incidents and breaches.

Sr. Program Manager   *2016 – 2022*

- Supported WIFI Ready, Managed WIFI, and Community Billboard for MDU properties.
- Resolved customer speed issues by correcting boot files and created a playbook for E2E deployment.
- Developed market readiness strategy for next-gen HSD devices and coordinated product trials.
- Delivered NPS results to ensure product reliability and collected customer feedback.
- Communicated with key stakeholders and managed outside vendors for project completion.

Johnson & Johnson, Malvern, PA

Management Consultant   *2015 – 2016*

- Managed multiple concurrent projects, establishing scope, specifications, planning, scheduling, and team assignments.
- Identified process improvements and recommended technical solutions.
- Coordinated with vendors for network devices and interfaces.

- Communicated with stakeholders and managed change control processes.

COMCAST, Mount Laurel, NJ

Consultant 2011 – 2014
- Led a team to deliver projects on time and within budget.
- Created project documentation and supported testing for CRAMER OSS inventory and provisioning services.
- Ensured smooth project transitions into engineering, QA, UAT, and operations teams.

Senior Lead Engineer
2003 – 2010
- Managed multiple projects and organized resources during production outages.
- Led the Patriot Media merger with Comcast.
- Defined scope, deliverables, and timelines in project initiation meetings.
- Led a team deploying patches on BTS switches and managing new feature installations.

AT&T, Middletown, NJ

Systems Engineer Consultant 2000 – 2002
- Wrote system requirements for new features in a Graphical Element Management System (OSS).
- Developed test plans and performed testing, upgrades, backups, and server recovery.

SURYA ELECTRONICS, India

Technical Manager 1996 – 1999
- Designed and developed features for an invoice generating system.
- Conducted project progress reviews and tracked expenditures.

TECHNICAL SKILLS

Hardware:	Unix and Linux Servers, Windows and Intel based machines
Operating System:	Unix, Linux, Windows 7 / XP
Languages:	C, Shell Scripts
Database:	Oracle 8.0, Informix
Networking:	TCP/IP, IGPR, RIP, CIDR, UDP, DNS, TFTP, DHCP, SNMP, DOCSIS, DWDM (STM64 / OC192, STM16 / OC48 Levels), SIP
Applications:	WebLogic, Oracle 8i, SQL *Plus and PL/SQL, Word, Excel, PowerPoint, MS Project, Visio
Tools:	Concord, Spectrum, Netcool, Toad, Willy, HPQC(ALM), JIRA, Agile, Hammer, Cramer, Remedy, Century, Share Point, Clarity, Rally, CMDB, Confluence
Switches:	Cisco (BTS 10200), Cedar point (Safari), 4ESS, 5ESS, Nortel DMS 100/200

TRAINING & CERTIFICATIONS
- Completed Cybersecurity Foundations: Security Architecture, Orange Belt Security, Threat Modeling, and Front-End Security trainings.
- Member of ACFE (Association of Certified Fraud Examiners) and attended multiple fraud webinars from 2022 to present.
- Completed Agile SOP and Waterfall SOP training.
- Accounting & Finance Management course from Middlesex County College.
- Project Management Certificate from Brainbench.
- Programming in Oracle & Developer 2000 and Diploma in Quality Control and ISO 9000 from All India Institute of Management Studies, Madras, India.