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**RESUME**

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Carrier Overview

Mainframe RACF administrator with 11.5 years of total IT experience, working as **Assistant Consultant** at TATA Consultancy Services Limited(TCSL).

Professional Summary

* Having 10.5 years of experience as Mainframe RACF administrator.
* Defining and Managing the User IDs / Alias across multiple (Production, Pre-Prod, Development & Test) LPARs. Managing the access Privileges for the users.
* Participating Disaster Recovery as and when required.
* Preparing the Technical Specification (Policies) with Recommended and Agreed Value, analyzing the exceptions from customer.
* Periodically run the Health Check tool to ensure all the Audit deviations are captured and addressed.
* Generating the SOX Audit /Changes /Violation Reports to provide the Audit artifacts.
* Provide the customized Audit Reports as per the Client requirement.
* Attending the External Audit calls and help Team to address all the questions.
* Work with Internal Auditors, running Adhoc reports via the SMF records
* Primary responsibility as a Technical Lead is to handle the escalations.
* Performing CLEANUP activity as part of the Security Remediation Project.
* Preparing JCL/REXX/Scripts and schedule the jobs to reduce the manual work.
* Prepare training modules for individual analysts who are new to the team.
* Share the best practices within the team to improve the quality and productivity.
* Co-ordinate with the client Daily and Weekly Meetings to ensure the service Delivery as BAU and handling the enhancements and escalations.
* Dispatching the Queue, make sure no SLA misses.
* End to end management of Project, Incident, Problem and Change management.
* Successfully transitioned Projects from Onshore(Europe Regions) to Offshore
* Providing Support to Application Maintenance Team by trouble shooting the problems in TSO.
* Understanding Automation of access administration on Mainframe and provide

proper access based on the end user job role.

* Make sure team provides agreed level of service (SLAs)
* Co-ordinate with on-site team, scheduling Daily, Weekly and Monthly meetings work with the Business area and update all the existing documents and work towards creation of new Project Documents where there is an enhancement.
* Solid knowledge on MS Office and EXCEL reporting.

Ticketing Tool Knowledge

* Service Now
* BMC Remedy
* Helix

Technical Skills:

* RACF, REXX, JCL, SDSF, CLIST and IBM utilities
* Tools used Vanguard, Z- secure console

Experience Summary

* Working as Assistant Consultant for **TATA Consultancy Services** Limited, from October 2021 to till date.
* Worked as Technical Specialist for **IBM** India Private Limited, Bangalore from April 2017 to Sep 2021.
* Worked as Senior System Engineer for **Infosys** Limited, Bangalore from October 2011 to April 2017.

Academic Chronicle

* **Bsc Mathematics with Computer Application** Bharathiar University, 2010

Professional IT Experience 11.5 Years

**Project Details:**

**Client : Denmark Client (Insurance Domain)**

Role : SME

Duration : Oct 2021 to till date

**Responsibilities:**

* Primary responsibility as a Technical Lead is to handle the high severity request from ServiceNow.
* Make sure team provides agreed level of service (SLAs)
* Co-ordinate call within team, scheduling Daily, Weekly and Monthly meetings work with the Business area and update all the existing documents and work towards creation of new Project Documents where there is an enhancement.
* Managing Digital certificate.
* Performing Privilege validation every month.
* Generating Audit reports through JCL. i.e SETROPTS, RVARY, PRIVILEGE USER report.

**Project Details :**

**Client : Boots**

Role : RACF Administrator

Duration : April 2017 to Sep 2021

**Responsibilities:**

* Administering TSO user IDs, and defining users/datasets and resources to RACF
* Creating and maintaining RACF databases security (including grating access to DB auth ids, functional ids, groups etc)
* Analyzing and resolving mainframe access control, user administration
* Working on Helix tool as the ticket and incident management
* Providing 24 X 7 production support for all RACF issues
* Working with full incident management process starting from analyzing the remedy ticket/incident/CRQ to closing and also working on Root Cause Analysis (RCA) process to avoid similar failures in future
* Work and resolve access issues and incidents related to RACF
* Involved in various activities, upgrades, migration, installation, and implementation like R3S
* Generating reports and evidence for internal/External SOX audits using JCL
* Handling priority requests.

**Client : Thames Water**

Role : RACF Administrator

Duration : April 2017 to Sep 2021

**Responsibilities:**

* Access provisioning to dataset, resource profiles etc
* Generating reports of Privilege users, customers reports, last logon report etc
* Involved in various Internal/External audit like KPMG, PWC etc.
* Handling incidents through Service Now tool

**Client : Qantas Airways**

Role : RACF Administrator

Duration : April 2017 to Sep 2021

**Responsibilities:**

* Defining and Managing the User IDs / Alias across LPARs.
* Managing the access Privileges for the users.
* Manage the Dataset, Resource access from Groups Profiles. Managing Universal access, i.e: UACC(\*) default access for all users and groups.
* Generating reports on general utilities like IKJEFT01, IEBGENER, IDCAMS. And RACF utilities like ICETOOL, IRRMIN00, IRRUT400, IRRDBU00, IRRUT200, IRRUT100, IRRRID00, IRRADU00.
* Handling Incident, change request through Service Now tool

**Client : APMM**

Role : RACF Administrator

Duration : April 2018 to Sep 2021

**Responsibilities:**

* Performing activities like Continued Business Need Revalidation, Employment Verification, Privilege Revalidation, Privilege Authorization Review, Shared ID Rejustification
* Access Changes (e.g. change, remove, etc.)
* Based on the Security Inventory involved, extract the appropriate Customer User listings.
* Handling requests through Service Now tool

**Client : Capita-TVL**

Role : RACF Administrator

Duration : April 2018 to Sep 2021

**Responsibilities:**

* Involved in various internal/External audits like NAO, SOX and PWC
* Involved in major DR activities and Implementation, upgradation and installation of software products.
* Identify the root cause, remediation and fix for all the incidents raised through BMC remedy tool within the Service Level Agreements (SLA)
* Performing CLEANUP activity as part of the Security Remediation Project.
* Granting access to OMVS. Managing the Source Groups / Adding the nodes to the Source Group.

**Client : Voya**

Role : Senior Engineer – RACF IAM

Duration : Jan 2013 to April 2017

**Responsibilities:**

* Add, Modify, delete, transfer, revoke and reinstate user ids
* Resetting/reinstate the password of users
* Performing ID, Group, Attribute Remediation Actions
* Validate all required approvals business justifications, credentials, etc. have been received to ensure entitlement based on policy and/or customer agreement
* Creating all required artifacts for audit review

**Client : Ernst & Young**

Role : System Engineer – Windows and IIS Administrator

Duration : Jan 2012 to Dec 2012

**Ernst & Young:**

Ernst & Young (doing business as EY) is a multinational professional services firm headquartered in London, England. EY is one of the largest professional services firms in the world and is one of the "Big Four" accounting firms.

**Responsibilities:**

* Installed and configured IIS web server 7.5.
* Troubleshoot Web server issue and create new Virtual Host in IIS server.
* Create Website and Application pool in IIS.
* Installed and Configured DNS and DHCP.
* Troubleshooting DNS, DHCP, DFS in Windows server 2003 and 2008.
* Remote administration and handled the servers through HP –ILO.
* Applying security patches to Windows servers manually.
* Installed and Configured Monitoring tools like NetIQ.
* Infrastructure support, Incident management and Change Management based on ITIL framework.
* Installed SSL and SAN certificates on Windows machine.
* Have knowledge on Windows Task Scheduler.
* Knows basic of ADCS – Certification Services concepts.
* Learned basic concept of VMWare VSphere technologies like HA, DRS.

IBM BADGES

* IBM Agile Explorer
* Enterprise Design Thinking Practitioner
* IBM Automation Practitioner
* Mainframe Security – RACF – Foundations
* Introduction to IBM z/OS

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:

Place (Nalini.G)