**MUBHASHIRA BANU**

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#### Career Objective

Seeking challenging career options in Identity Access Management and quality environment where my knowledge can be shared and enriched and enabling to make my sincere contributions to Access Management and to make a challenging career.

#### Professional Summary:

* 10 Years of Information Technology with 8 years of experience in IAM.
* Work with Platform owners and the application owners to resolve SOD (Segregation of Duties) related breaks.
* Experience in Privilege Users and Management of Passwords to facilitate the initial identification and on-boarding of non -human accounts to the centralized IAM system.
* Experience in creating self-service portal requests using SailPoint.
* Experience in directly working out with the ITSO and Business owners of the applications.
* Positive working relationships with Vendors, Customers, Owners from Various Technical Backgrounds and skillsets.
* Schedule daily meetings with system owners and application owners to walk through applications in system and understand application configuration setup and create documentation related to Roles, Groups, Users, Profiles and Entitlements.
* Working with IAM Teams to ensure the SOD Violations or Gaps are remediated.
* Familiar with Access Governance, Risk and Compliance.
* Working on Documentation to complete cross Validation to ensure the documentation is complete and accurate.
* Working with the Audit teams to validate the recertification of onboarded applications on timely manner.
* Experience on working With ACAT tool to automate the onboarding of application Process.

#### Experience Summary: 1

**Company**  : HSBC

**Duration**  : April 2019 to Sept 2022.

**Designation:** Senior Identity Access Admin (cyber Security and Technology Control)

**Job Profile:** Testing and Onboarding applications of the bank, Along with sail point knowledge.

* Responsible for leading the Identity and Access Management on BAU activities.
* Planning and implementing security enhancement solutions for RSA VPN, and other Multi Factor Authentication Business processes.
* Configured custom alerts and e-mail notifications based on the business needs..
* Define, build and lead an Identity & Access management team responsible for providing access capabilities throughout the firm.
* Implements, tests, debugs, and documents new systems, or enhances existing systems.
* Reviews and coordinates test plans for new and existing environments.
* Interfaces with peers, technical & business staff, vendors, customers, and all levels of management.
* Writes scripts, templates, interfaces, and utility applications as needed to maximize efficiency and target continuous improvement.
* Role Based Access Control (RBAC) and Attribute Based Access Control (ABAC).
* Proven expertise in enterprise identity & access management system, -GIAM.
* Ability to work as part of a team and interact effectively with others.
* Provide business requirements to peer teams within GIAM Access control that relate to the governance, development, and sustainability of logging related to security-relevant events.
* Work with Business and IT owners to identify and maintain user role definitions.
* Serve as internal Liaison for RBAC/IAM issues with representatives from application owners.
* service providers may be necessary . Coordinate analysis of discovered user accounts for risk, ownership and access appropriateness.
* Liaise with Application and Business owners during UAT post RBAC deployments.
* Manage and Engage change network and conduct change impact assessment.
* Manage Role Based Access Control Process lifecycle.
* Working with Onshore Management teams, to initiate the Application onboarding process.
* Generating reports regularly as Operational process tracker for the regular BAU activities.
* Generating and Maintaining the Monthly Stats on regular BAU issues & remediation’s.
* Interact with the Segregation of Duties team to ensure toxic combinations are mapped.
* Document/audit current state of the access control components and identify deficiencies based on Information Security Governance Standards.
* Assess risks of security and internal control issues and partner with appropriate areas to remediate or file variances requests as needed.
* Develop, implement, and ensure adherence to access provisioning, decision criteria, and overall access controls.
* Develop and perform routine access management activities to ensure automated and manual processes are working effectively.
* Serves as the internal controls and security liaison to all users of assigned applications or technologies.
* Ensures compliance of new business initiatives that change or modify their application or technology.
* Occasional interaction with internal/external auditors and third party application and technology

#### Experience Summary: 2

**Company**  : JP Morgan Services India Pvt Ltd.

**Duration**  : October 2014 to March 2019.

**Designation:** Team Lead (cyber Security and Technology Control)

**Job Profile:** Cyber Security Analyst for Internal customer’s applications of the bank.

* Manage, review enhancements as per business Requirement. Validate the changes as per guidelines and provide signoff for changes to move it in production.
* Provide consulting services to internal business partners with application access security
* Determine process and document procedures in order to perform new administration responsibilities, conduct training with subordinates. Engage other technical support as deemed appropriate.
* Support Access administration for MAS-Monetary Authority of Singapore and SOX-Sarbanes and Oxley.
* Create and enhancing documents like SOP (Standard operating procedures), BRD (Business Requirement Documents).
* Support in Disaster recovery, Business continuity planning and resiliency testing’s (Involves in DR and resiliency testing’s along with the business and operate team to make sure the availability of the system in case of emergency.)
* Identify process deficiencies (Discrepancies with business and user Requirements in Application) and suggest process improvements (to come up with optimal solution to meet the requirements).
* Involved in Change Management, Incident Management, Problem Management, Root Cause Analysis.
* Provide advice and solutions to business operate on Application security and service delivery for process improvements.
* Taking care of off boarding process of Users who left the firm to ensure Authentication and User Management process are strictly followed.
* Understand the Business Functionality thoroughly by getting knowledge transition from business & the application product owner.

#### Experience Summary:3

**Company**  : HCL Technologies Ltd

**Duration**  : October 2012 – October 2014

**Designation:** System Analyst

**Job Profile:** Technical Support (voice, Email and chat support) for Global Customers.

* Trainer and Senior Technical Support Executive – Responsible for Product Training for the new trainees who join the Company and help them with the process update.
* Tier 2 level Technical Support agent and Product analyst (PA)- Technical Support includes providing live voice and chat support for Global customers. Product Analyst, who plays a role in evaluating the Incidents handled by the Agents for the implementation of quality, correct/wrong information and giving feedback.

**Working for Global Privilege, Security Operations and controls team.**

* Spearheading efforts as an Operation Analyst and handling internal and external audit; responsible for Auditing on different tools of Access Management.
* Perform UAT testing for many supported applications including validation of Business Requirements to ensure enhancements and new functionalities of applications are working correctly before rollout.
* Work with developers to improve the engineering system to enable higher quality tools and products to be developed and delivered, identify risks, cost and opportunities for improvements.
* Work with developers to customize, re-design Applications’ and integrate with all the necessary tools for complete synchronization.
* Work on Gap analysis, analyze the current and desired stage, and implement the plan to get the stable application.
* Liaison between business users, Access administration team, developers and operate for application functionalities related Requirements.

### Professional Accomplishments:

* Successfully managed JPMC Audit process including the Audit procedure from controls and risk perspective.
* Handled JPM Change Management, Access Administration, Access recertification and privileged access process and systems.
* Carried out overall access management, defining operating standards & policies and identified resource requirements in coordination with the onsite project teams and assisted in deployment of new updates in Production environment.
* Expertise in updating Knowledge base articles which lead to enhancement of performance by the team.
* Knowledge in Application Automation, Application Testing, Application onboarding and Migration.

#### Additional Qualifications

* Good knowledge of C / C++ , OOPS through Java and DOT NET.
* Strong analytical and programming capabilities with good communication skills.
* Knowledge on Virtual Machine, Citrix, Sybase and Oracle applications.
* Have knowledge on scripting languages like HTML, XML and CSS.
* Have understanding of Client Server Architecture, OS.
* Have Experience on Mailing Clients- Outlook and Lotus Notes.

#### Academic Profile

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| --- | --- |
| * B.Tech (CSE) from HITAM College affiliated to J.N.T.U in 2012 | 75% |
| * Intermediate (MPC) from Board of Intermediate Education in 2008 | 82% |
| * SSC from School of Secondary Education in 2006 | 75% |

#### Strengths

* Good analytical, communication and problem-solving& innovative thinking.
* Quick learner with ability to work in a team environment.
* Willingness to walk the extra mile to achieve excellence.
* Ability to learn new technology concepts in short time frame.
* Multi-Tasking and

#### Declaration

I hereby declare that the details furnished above are true to the best of my knowledge.

(*Mubhashira* Banu)