

# EMMANUEL HERON-VORTES

Chicago, IL

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## IAM ENGINEER/DEVELOPER

### SKILLS

- **Automation/Orchestration:** Cloudbees Jenkins
- **Database:** Azure SQL, PL/SQL, PostgreSQL, MySQL, Firebase, MongoDB, Oracle RDBMS,
- **IAM:** SailPoint IdentityIQ, SAML (Shibboleth), WebSSO (ForgeRock AM), LDAP, Apache Directory Studio, CyberArk
- **Issue/Project Tracking:** Atlassian Jira, Daptive PPM
- **Operating Systems:** Redhat Linux, Microsoft Windows
- **Programming Languages:** Shell Scripting, XML, Java Beanshell, Java, Javascript, Python, SQL, HTML, CSS, Markdown
- **IDE's:** Eclipse, IntelliJ IDEA, DataGrip, Visual Studio Code, Oracle SQL Developer
- **Web Application Libraries and Frameworks:** Cypress, Express, Flask, React
- **Monitoring:** SolarWinds, CrowdStrike, Splunk

### EDUCATION

LOYOLA UNIVERSITY  
CHICAGO  
2018 - 2021

#### Master of Science in Computer Science

Computer Science - Software Engineering

Conferred: 2021

LOYOLA UNIVERSITY  
CHICAGO  
2017 - 2018

#### Certificate in Computer Science

Conferred 2018

Introductory level courses in Object-oriented Development, Data Structures, and Web Application Development

SAINT JOHN'S  
COLLEGE, ANNAPOLIS  
2005 - 2009

#### Bachelor of Arts in Liberal Arts

Conferred 2009

Dual Major Mathematics and Philosophy

### TRAINING AND DEVELOPMENT

FORGEROCK  
UNIVERSITY  
JULY 19 - JULY 22 2022

#### ForgeRock Access Management: Deep Dive (AM-410)

Showcase key features and capabilities of ForgeRock AM. Provides student with the knowledge to manage their own environment.

SAILPOINT IDENTITY  
UNIVERSITY  
JULY 19 - JULY 22, 2021

#### IdentityIQ Implementation and Administration: Essentials v8.1

Completed a 32 hour course on the essentials of IdentityIQ implementation and administration.

SAILPOINT IDENTITY  
UNIVERSITY  
JULY 16, 2021

#### IdentityIQ Introduction v8.0

Completed a 2 hour e-learning course introducing Sailpoint IdentityIQ 8.0.

### WORK EXPERIENCE

NORTHWESTERN  
UNIVERSITY  
2022-10 - PRESENT

#### IAM Engineer/Developer

- Automated Shibboleth IdP upgrade using Cloudbees/Jenkins
- SSO Setup of employee time-keeping software for the University
- Onboarded 5 applications in ForgeRock AM for SSO
- Performed major upgrade of ForgeRock AM product
- Developed code for SailPoint IdentityIQ enhancements and bug fixes
- Onboarded applications into Sailpoint IdentityIQ
- Developed a tool to automate creation of IdentityIQ files for new groups or organizations
- Wrote Splunk queries to troubleshoot issues in Sailpoint, Shibboleth, ForgeRock AM and OpenDJ65

- Created logical and physical design documents and workflows for Sailpoint IdentityIQ and Shibboleth environments

**NORTHWESTERN  
UNIVERSITY**  
2021-06 - 2022-10

#### Associate IAM Engineer/Developer

- Gained expertise in Identity and Access Management including Federated Identity, SSO, LDAP, SAML, OpenID, Oauth
- Gained understand and experience of directories (Active Directory/LDAP) and group structures
- Interacted with IT professionals to understand their requirements and perform integration with their third-party applications using federated solution (Shibboleth).
- Performed IdP-side Shibboleth SAML setups/updates for over 50 applications
- Implemented Shibboleth IdP upgrades on 4 systems
- Acquired knowledge of SailPoint SSB for IdentityIQ deployments
- Contributed to SailPoint IdentityIQ code for 5 quarterly releases
- Designed and developed custom SailPoint IdentityIQ forms, rules and tasks
- Configured and developed SailPoint Life Cycle Events
- Developed reports to help manage system access, compliance and system health
- Created new organizational, business and IT roles in IdentityIQ
- Assisted in implementation of IdentityIQ certification campaign for access reviews
- Used IIQ Console for import, checkout and other operations
- Wrote tests in Cypress Framework to check system health on Federation servers and SailPoint IdentityIQ
- Wrote script to use in Cloudbees Jenkins for CI/CD to automate SailPoint upgrade across all environments
- Wrote markdown documentation for code repository in GitHub
- Created logical and physical design documents and workflow diagrams for Sailpoint IdentityIQ, ForgeRock AM and Shibboleth IdP

**LOYOLA UNIVERSITY OF  
CHICAGO**  
2014-12 - 2021-06

#### Account Advisor

- Maintained office webpage using HTML and CSS to update or create new content
- Updated and Maintained policy and procedure manual
- Generated reports, itemized statements, and assists with student financial inquiries
- Analyzed business intelligence reports to identify the need for proactive outreach to certain student groups
- Revised billing methods for a special student group to reduce internal errors and confusion by students
- Delivered presentations to large audiences of students and family members on student financials at the University
- Delegated emails to the team on a daily basis and monitors replies for quality and promptness

**BARNES AND NOBLE,  
JOHNS HOPKINS**  
2013-08 - 2014-05

#### General Merchandise Receiver

- Analyzed sales figures to forecast future sales, manage controllable costs and keep operations profitable
- Verified shipments against manifest to ensure that orders were fulfilled, and processed orders for payment
- Processed daily receipts, customer orders, and returns according to Integrated Store Operations (ISO) standards
- Supported the store team by shelving, zoning, and assisting customers in any area of the store when needed
- Managed and delegate duties to seasonal employees

### AWARDS

**LOYOLA UNIVERSITY  
CHICAGO**  
DEC - 2017

#### STAR Award

Annual award for outstanding achievement in the Financial Services division

**LOYOLA UNIVERSITY  
CHICAGO**  
NOV - 2017

#### Student Services Award

Annual University-wide recognition of a staff member who has shown dedication in their service to students

**LOYOLA UNIVERSITY  
CHICAGO**  
JAN - 2017

#### Commitment to Excellence Award

Monthly University-wide award to honor outstanding staff achievements