Pradhumna Gupta

PAM Consultant

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A highly skilled Solutions Architect with over 9 years of robust experience in Privileged Access Management (PAM). Adept at aligning technology solutions with business objectives, simplifying complex concepts for clients and fostering strong client relationships. Demonstrated success in leading the design and implementation of PAM solutions, conducting Proof of Concepts (PoCs) and developing SSO connectors for diverse applications using tools like AutoIT and CyberArk PGU (Plugin Generate Utility) about staying updated with the latest innovations in PAM space to build and deliver impactful solutions.

Skills

- PAM (Privileged Access Management)
- IAM - Basic (SailPoint & Okta)
- Operating Systems (Windows & Linux)
- AD (Active Directory) & Group Policy
- Automation Tool (Auto-IT, CyberArk PGU)
- PAM Security Framework
- Network
- Project Management (Upgradation project plan, SOP, POA & PAM proposal)

Worked on PAM Tools

- CyberArk PAM (On-Prem & PCloud)
- Arcon PAM/PIM
- Iraje PAM/PIM

Certifications

- CDE-PAM (CyberArk Certified Delivery Engineer PAM)
- CyberArk Sentry, CyberArk Defender & CyberArk Trustee
- CyberArk Certified Sales Professional (CSP-Access)
- CyberArk Pre-Sales Engineer PAM (CPE- PAM)
- CyberArk Vendor PAM (Remote Access) Administration
- Arcon PAM Associate
- Iraje 101

CyberArk Cross Skill & Other certification

- EPM (Endpoint Privilege Management)
- CEM (Cloud Entitlement Manager), SCA (Secure Cloud Access)
- PAM - Just-in-Time Access (Remote Access Administration

Basic Cross Skill certification in IAM Technology

- OKTA identity WIC (Workforce Identity Cloud (101, 102 & 103)
- Identity now instruction – eLearning & Introduction to Security SailPoint -ELEARNING
- KPMG training, certification, and courses, including those in Risk, Advisory & Compliance

Pursuing

- CyberArk CPC, CyberArk EPM, Azure SC 900 & CC

Work History

2022-02, Present   **KPMG, PAM Consultant, Mumbai, India**

- Installed, configured, and managed CyberArk Vault, PVWA, PSM, PSMP & DR vault.
- Installed, configured, and managed CyberArk P-Cloud Identity connector management, Secure tunnel, PSM & CPM
- Hardening of component servers using AD Group policy.
- Enforced security policies for privileged account management and password rotation, ensuring compliance and security hardening.
- Active Directory integration for users onboarding and safe mapping.
- Executed Disaster Recovery (DR) switchover and failback.

- Connecter development with Source code, Auto IT & CyberArk utility PGU (Plugin Generate Utility).
- Configured user roles, groups, and permissions within CyberArk for secure and compliant access controls.
- Administered and managed the CyberArk Vault, including safe creation, permissions, and access controls.
- Automated PAM processes and customized workflows.
- Set up monitoring and alerting for privileged accounts and performed incident management and troubleshooting for PAM issues.
- Executed patch management and system upgrades of CyberArk components, ensuring high availability and latest security standards.
- Integrated CyberArk with SIEM tools for enhanced visibility and streamlined incident response.
- Generated detailed reports on access activities, ensuring audit compliance and supporting security audits.

2019-08-2022-02   **Iraje, Product Implementation Engineer, Mumbai, India**
- Successfully deployed PAM solutions for global clients, ensuring secure integration with customer environments.
- Conducted pre-implementation assessments, including requirement gathering, system audits, and architecture planning.
- Configured and customized PAM tools to integrate with diverse IT ecosystems, including Active Directory, cloud platforms, and third-party applications.
- Managed end-to-end implementation workflows, including data migration, policy setup, and user onboarding.
- Delivered technical documentation, user guides, and training sessions for customers post-implementation.

2017-06-2019-07   **Iraje, Global Support Head, Present, Mumbai, India**
- Managed a global team of technical support engineers to ensure seamless customer support.
- Established support best practices and created SOPs for PAM troubleshooting and ticket escalation.
- Collaborated with product management and engineering teams to identify and resolve recurring product issues, improving product stability and user satisfaction.

- Initiatives for scaling support operations, including introducing advanced diagnostic tools and automating common workflows.

2016-05-2017-06   **Iraje, Technical Support Engineer, Mumbai, India**
- Provided Level 1 and Level 2 support for PAM solutions to resolve customer issues efficiently.
- Troubleshooting issues related to system performance, database connectivity, and application errors.
- Delivered training and knowledge sessions to end-users and internal teams regarding PAM functionalities.
- Maintained ticketing systems and ensured SLAs were met for customer queries and incidents.

2015-07-2016-04   **Iraje, Trainee Engineer, Mumbai, India**
- Assisted in understanding core concepts and workflows of the Privileged Access Management (PAM) product.
- Participated in basic configuration, testing, and debugging of PAM systems under supervision.
- Contributed to documenting technical processes and workflows.

Education

Bachelor of Science: Information Technology
SM Shetty Information Technology - Mumbai, India

Languages

- English, Hindi and Marathi

Workshop

- DLP (Data Loss prevention)
- AWS training session
- Microsoft Sc-900
- BANK: LIVE HACCK SHOW
- CyberArk Attack & Defend
- Impact World Tour 2024 | CyberArk