**CLOUD SECURITY ARCHITECT**

**EXCELLENCE SPHERE IT Service Management**

**(Service Support / Delivery)**

**ITIL Process**

**Incident / Change Management /Problem Management**

**SLA Adherence**

**Quality Control**



A dynamic professional with **11 years** of rich experience in **AWS, Azure, Messaging & Collaboration**, **Technical Support, Troubleshooting, Customer Service**

& **Service Delivery.**

Experience in analyzing information system needs, evaluating end-user requirements, customizing solutions and troubleshooting for information systems.

Adept in administration, installation and technical support of hardware, software, peripherals and systems.

Sound understanding of ITIL Best practices; expertise in Business Continuity and Disaster Recovery Planning

Strong Customer Centric Approach, with Process Orientation; motivated by internal standards of performance to deliver quality results.

An effective communicator with excellent relationship building, analytical,

Problem solving and organizational abilities with a flexible attitude.

**Project Management / Service Delivery**

**AREAS OF EXPERTISE**

Monitoring project progress and outstanding issues; monitoring smooth implementation of the project at client location and providing offshore support; maintaining updated document related to process and procedures.

Defining service standards and guidelines that serve as benchmark for excellent service delivery and as per

Global standards and in adherence with Service Level Agreements.

Analysing data for continuous improvement in delivery and improving customer satisfaction based on the data.

Preparing Service Delivery Reviews to be presented to internal Service Excellence team & to Customers

**Technical Support**

Providing extensive technical support in order to ensure a high degree of Customer Satisfaction through SLA & Process Compliance; performing advanced troubleshooting and resolution of desktop, server & application issues.

Troubleshooting problems pertaining to Performance Tuning.

Addressing queries regarding the Information System / Software & extending onsite support to the clients including maintenance of Hardware / Software.

**Incident Management / Problem Management /Change Management**

Ensuring that the goals of the Incident Management process are achieved; restoring normal service as soon as possible based on customer perspective and within defined SLA; detecting, logging, categorizing and prioritizing incidents; providing initial Incident Support.

Closing incidents after verification from users; defining and planning separate procedures for major incidents; ensuring adherence to SLA and priority based management.

Resolving problems & issues within set timelines thereby developing the Knowledge Base; ensuring that the issue does not happen again.

Opening Problem Tickets, implementing suggestions provided by Microsoft & Providing RCA for issues as per client requirement.

**Team Work**

Critical to Quality & Critical to Process targets; ensuring higher productivity and meeting of individual & group targets.

Managing routine tasks of the team, front ending customer escalations and setting up corrective action plans

**CAREER RECORD**

**Working as a Senior Cloud security consultant at Capgemini (May 20 to till date)**

* Working knowledge in one or more of the core security domains: Governance Risk and Compliance (GRC), Identity and Access Management (IAM), Security Operations, Application, Data or Infrastructure and Virtualization
* Security design experience on the following: DLP, Endpoint protection, IAM, Vulnerability management, SIEM etc.…
* Have experience on Microsoft Cloud Access Security Broker. (MCAS)
* Work across multiple industries and geographies providing cloud security services
* Familiarity with security frameworks such as Cloud Security Alliance (CSA), International Organization for Standardization (ISO), National Institute of Standards and Technology (NIST), IBM ITCS104 etc
* Provide Security Architecture for Confidential ’s AWS production services and lead best practice creation and implementation around Credentials/Secrets rotation with AWS Key Management Service, and Secret Manager with IAM role - based access including API/Oauth token definition.
* Provide Security audit/review of 3rd party SaaS providers. Performs security assessments of AWS individual services and accounts using AWS tools and 3rd party along with Container security and credentials automation for Dev and Production.
* Implement AWS Security Services such as AWS Cloud HSM, Amazon Guard Duty, Amazon Inspector, AWS Key Management Service, Amazon Macie, AWS Shield, and Security Groups for access control of network subnets, VPC’s and AWS resources
* Design AWS VPC'S with endpoints with Application gateways, Security groups and flow logs for secure Route 53 DNS and web services via specific port access. Drive development of AWS Open API’s with security posturing.
* Solid knowledge and understanding of security regulations and best practices such as PCI, HIPAA, or the ISO 27000 family of standards
* Educate and communicate cloud security requirement, policies, standards and procedure to business/internal stakeholders as it relates to projects and strategic initiatives.
* Designing and implementing Container Security, API Security, and AWS Cloud Security
* Hands-on security experience, with in-depth knowledge of security, scaling in the cloud.
* Database masking, Data access management, Web application firewalls, Vulnerability scanning, Proxy, DDoS protection, Advanced threat and malware detection, SIEM, etc. Knowledge of TCP/IP Protocols, network analysis and network/security applications.
* Experience with vulnerability scanners, vulnerability management systems, patch management and host-based security systems

**Cloud Security architect at Robert Bosch (March 18 to May 20)**

**Cloud Management**-

Managing and deployment of solution on AWS/Azure cloud to ensure availability, confidentiality, Security and integrity of data on cloud.

* Architecting AWS /Azure cloud services as per client requirement with understanding their pain point & help client to achieve a highly available, scalable & secure environment on AWS and Azure.
* Helping clients to migrate their onsite business to AWS/Azure cloud seamlessly with minimum or no downtime.
* Evaluation of newly launched AWS/Azure services and implementation of the same.
* Architecting solution on AWS/Azure as per industry standard compliance.
* End to end encryption data at rest, in transit.
* Network security using Security Group and NACL in AWS/Azure.
* Securing AWS service's using least privilege principle.

**Security**-

* Maintaining cloud information & data security as per industries best standards like PCI-DSS, HIPAA, ISO 27001, ISAE 3402.
* Cloud Security controls AWS, ISO 27001, 27002 and security risk management frameworks
* Implemented the Security framework based on AWS individual services, Knowledge of Information security frameworks and methodologies NIST, ISO, PCI-DSS, Open Security Architecture, and Cloud Security Alliance.
* Configuring Intrusion Policy and Signature Configuration in Firepower Module
* Configuring IDS/IPS in end point protection. Hands on experience in configuring URL filtering, file blocking and security profiles.
* Worked on container security tools like twistlock , dagda to perform vulnerability management.
* Understanding of SMTP, TLS, DNS, and related standards email security standards.
* Using AWS Services like VPC Endpoint, VPG, VPC Peering, S3 bucket access policy, IAM, AWS SSO, KMS, AWS Config, Cloud trail, Inspector, Certificate Manager, WAF & Shield and so on.
* Setting secured access management, log management, log analytics using AWS Elastic search
* Worked on firewalls, intrusion detection, encryption, monitoring, vulnerability scanning, and authentication solutions for traditional and Cloud-hosted IT systems
* Experienced around design of security controls and product best fit analysis to ensure end to end security covering different areas of security architecture: Layered Security, Endpoint Security, Data Security, Threat Exposure & Incident Management aspects
* Responsible for providing Security Solution and architectural expertise to the System Integrator
* Working knowledge in one or more of the core security domains: Identity and Access Management (IAM), Security Operations, Application, Data or Infrastructure.
* Developed an AWS security roadmap which included the AWS services and 3rd party tools to be utilized in the AWS cloud for security monitoring.
* Collaborating and improve with other Cloud Security team members across the broad-spectrum security programs, such as Threat & Vulnerability Management, Security Incident Response, Data Protection.
* Created and managed an encrypted S3 bucket for all CloudTrail logs encryption bucket and adjusted bucket polices to allow MSSP to access the logs.
* Experience in designing, configuring and deploying native cloud security services such as those form Azure (Log analytics, Azure security center, etc.), AWS (Guard Duty, WAF, Cognito, etc.)
* Installed and configure amazon inspector. Created targets and templates and scheduled assessment runs in all EC2 instances in the AWS account. Notified instance owners of vulnerabilities found
* Created lambda function to automate inspector scans in 15 AWS accounts
* Enabled AWS Config to monitor changes in the AWS accounts. Developed AWS Config rules to monitor for unencrypted volumes and untagged resources in all accounts
* Configured AWs Config rules to evaluate AWS resources for compliance. set up SNS notification by creating a topic and subscribing a distribution list to that topic
* Enabled and utilized AWS trusted advisor to inspect accounts and provide reporting and remediation recommendation.

**Accenture Pvt Ltd as IT Technology Specialist (Feb’15 to Mar 18)**

**Significant Contributions**

Various collaborative solution architecture (Exchange, Lync, and Office 365, Forefront) full new IT infrastructure based on Microsoft products (Active Directory, Exchange 2010 and), including migration (AD and Exchange) from previous environment. HA management with Local DAG and Remote DR DAG replication and Manage Cross site functionalities of Exchange 2010 Systems

* Upgraded DirSync to Azure AD Connect and moved to a new server at the same time. Office 365 Infrastructure deployment that include complete ADFS 2.0 & ADFS 3.0 with minimal down time.
* Maintained system documentation logs and assisting in troubleshooting and diagnosis of system problems. Send Email administration, backup, data recovery of Emails. Implemented various Microsoft back office products Designed and delegated day to day operations tasks to various operations teams prepared complete project documentation.
* Developed an Office 365 License Assignment tool (PowerShell) that dynamically finds the available licenses within an Office 365 tenant, allowing the administrator to pick and choose which licenses to assign to specific users/customers.
* Work closely with customer's Tier 3 & 4 support teams to ensure mailbox migration readiness. Develop one off PowerShell scripts for the customer's support teams to efficiently fix errors found through the Active Directory environment.
* Successfully upgraded ADFS 2.0 to ADFS 3.0 with minimal impact on the production and change management documents. Managed Enterprise and Black Berry Server & support. Formulated and installed Lync functionalities for multiple clients.
* Administering the SMTP Mail Gateway servers, Mail flow, gateway filter blocks, virus scanning and virus blocks. Worked on Box tone console for monitoring the BlackBerry servers and Exchange servers. Installing, Configuring, Troubleshooting and Administering Microsoft Windows 2008/2012
* Creating & Configuring Sites, Site link, Site Cost and assigning subnets to sites. Creating Forwarders, Conditional Forwarders and Managing DNS Records. Installing Domain Controller through IFM in low bandwidth remote location site. Demoting hardware failure & not reachable Domain Controllers through Metadata Clean up.
* Automated and executed Office 365 procedures utilizing Windows PowerShell. Monitoring & Troubleshooting AD & FRS Replication between Domain Controller’s. Administered and supported Office 365 and MS Exchange policies
* Migrating the Shared, Resource and Room Mailboxes to cloud and from cloud to On-Premise. Handling post migrated issues like permissions and password issues for the users.
* Administered and supported Office 365 and MS Exchange policies. Setting up the ActiveSync for the mobile messaging services. Generating AD Reports like Domain Controllers, Users, Computers, and user last logon report, mailbox report.
* Raising Change and get it approval from Change Approval Board (CAB).Working on Problem Tickets and providing Root Cause Analysis (RCA).Monitoring Tickets through Service Now tool and working according priority.
* Worked on Certificate related queries for hybrid server like certificate renewal as per the project standard policy. Simultaneously coordinating with security team to work on exchange vulnerability threats using tools and take appropriate action as per the standard.

**Hewlett-Packard Global Soft (Feb’14 to Feb’15), ITO-India (Messaging & Collaboration) as Service Delivery Consultant II**

**EXL Services Pvt Ltd (Sep’2011 to Feb 2014), ITO-India as Operations Support.**

**Frontier Business systems as Senior Support Engineer (Apr’2010 to Sep 2011),**

**SCHOLASTICS**

**B.Sc (Computer science)** from University of Mysore in 2009

**PERSONAL DOSSIER**

Date of Birth: 11th April1988

Address: 9/195,2nd cross, 2nd stage, Kirloskar colony, Basaveshwaranagar, Bangalore-79

**CERTIFICATIONS**

* Microsoft Certified System Administrator (MCITP). Microsoft Professional ID: 7950968.
* Microsoft Certified Technology Specialist in Exchange 2010 (MCTS)
* Microsoft Certified Technology specialist in Active directory 2008
* Microsoft Certified Technology specialist in Window7
* Microsoft Certified Technology specialist in server administrator
* AWS Certified Solutions Architect – Associate
* AWS Certified Security Specialist.