**MAYUR KUMAR**

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**SUMMARY**

**Around 5 years** of experience as Technical writer with an exceptional analysis, documentation skill and record of delivering **unique and innovative diagrams, workflows, procedure information** helping **IT department** to optimize key business processes by providing end users with information which is easy to understand without compromising overall quality or accuracy. Documented**Security Policy & Procedures, Process flow and data flow diagrams, Network diagrams, Infrastructure architecture, Firewall policies, Guidelines, Logical and Physical diagrams** using various tools like **Enterprise Architecture,MS Visio, Draw.io**and **MS Office Suite.** Strong working experience in information security, technologies, networking, firewall and demonstrated clear, effective, oral communication and written skills. Experience with **OIM – Oracle Identity Management** by documenting **access management, directory services, governance and mobile security modules**.

**EXPERTISE AND ROLES**

* Excel at working with **subject-matter experts** to **gather information**, **identify relevantdata** and audiences, and **write documents** that are explicit and intuitive.
* Expert in developing all **instructional** and **informationalcontent** deliverables that are engaging, written in appropriate style and tone for product and audience, and are of high quality.
* Proficient in **IT Security management** with plan, control, implementation, evaluation and maintenance phases and documented complete **process-data model**.
* Expert in developing and updating IT standards and **procedures, process documentation**, and**change management**.
* Hands on experience in **OIM access management** modules like oracle **access management**, **adaptive access management, API Gateway documentation, Entitlements server** and **single sign-on**.
* Able to draft requirement and design of **OIM and Access management** suite.
* Experience with **LDAP connector deployment**, OAuth, Auth0 and Active directories in **ITSM**.
* Extensively created various level of documents and published it over **knowledge base**.
* Expertise in documenting **Logical and Physical Diagrams** by closely analyzing various **IT Infrastructure** systems.
* Experience in working with a **cross-functional** and self-organizing teams in **agile** environment.
* **Created Flowcharts, Concept maps** and **Diagrams** in **MS Visio.**
* Used Excel to create **pivot tables, formulas and charts** for various data analytics purposesin **structured content** environments.
* Hands on creating and sharing the documents with various team collaboration tools like **SharePoint**.
* Documented **whitepapers, security guides,user manuals, training materials, network diagrams, security policies, silo rooms diagrams, NOC diagrams, release notes, demonstrations and other technical natured documents** with Microsoft Office.
* Experienced in documenting **technical procedures, standards, reports, memos** and other related technical documents.
* Provided product knowledge and expertise and subject matter expertise in engineering by creating **complex diagrams and workflows** for the end client.
* Experience in **User Access Reviews, Permission Reconciliation, IAM – Identity and Access Management service catalog**, and other documents required to meet operational and audit requirements.
* Excellent **written** and **verbal** communication skills required, with a proven ability to understand and communicate technical concepts in a compelling, persuasive manner.
* Experience **writing, editing, compiling, validating** and **maintaining** information for both technical and non-technical personnel in accordance with applicable standards.
* Experience in getting timely **Sign-offs**, **Reviews**, setting up one on one meetings with team members under cross-functional environments
* Experience of migration planning, Operational information **capture** and **management**.
* Used Excel extensively to create **pivot tables, formulas** and **charts for various data analytics purposes**.
* Translated highly technical data in **UML diagram** using **MS Visio** for end users.
* Proficient skills on Cross-Functional Team Management which comprises On-Site, **Vendors & Managed Services**.
* Experience in the development and update of **security policies**, **compliancestandards**, and guidelines to ensure that all identified security risks are mitigated.
* Coordinated and compiled thorough **documentation and remediation** of **security incidents**.
* Assisted in **Information Security's** partnership with IT and business units to **identify gaps** in security policies and standards, and develop recommendations for improvement.
* Heavily Used **MS Visio** to represent information and data flow and created data-flow diagram, use case diagram and activity diagram.

**TECHNICAL SKILLS**

**Documentation Experience:**

* Policy statements, Security management frameworks, Control documents.
* Identity Manager, Connecters, Privileged account manager’s governance documents
* personnel security documents, Service level agreements.
* Active directories and Unified directory services.
* OES Server documentation, Enterprise gateway.
* Network, Server, Firewall, Security topology diagrams.
* Security incidents and Access control documents
* Problem and change management documentation.
* Break the system and OIM documentation.

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| **DocumentationTools:** | Enterprise Architecture, MS Visio, Word, Excel, SharePoint, PowerPoint, Outlook,Project, Draw.io, Wireframe, Google Suites |
| **Deliverables**: | Network topology diagrams, Security policies, Security management, change request, assets classification, incident reports, client server architecture, process flow and data flow diagrams, UML diagrams, SLA policies, access control documents, IT application documents, E-mail policies. |
| **Operating systems:** | Windows, MAC, Linux |

**EDUCATION QUALIFICATION**

Masters in Computer Science, Lamar University, Texas

Bachelors in Computer Science & Engineering, Gujarat Technological University, India.

## **JP MORGAN CHASE, CHICAGO, IL MAY 2016 – Present**

## **SENIOR TECHNICAL WRITER**

### **Responsibilities:**

* Examined workflow processes and then documented Physical and Logical diagrams of various pre-existing IT systems describing the present state of the systems.
* Created control documents and policy statements for various end users.
* Created and update of security policies, standards, and guidelines to ensure that all identified security risks are mitigated in OIM access management.
* Generated incident management documents and remediation activities and created remediation of security incidents documents under given governance.
* Created documentation on active directories, LDAP connector deployment, single sign on and Auth0 documentation in OIM suites.
* Worked on release notes and publish over intranet or extranet or company’s knowledge base.
* Created templates and documents on active directories, governance activities, User Access Reviews, Permission Reconciliation and Identity and Access Management service catalog (IAM).
* Assisted in Information Security's partnership with IT and business units to identify gaps in security policies and standards, and develop recommendations for improvement.
* Worked to understand and monitor emerging threats and vulnerabilities and assist Information Security with efforts to partner with IT teams to identify and evaluate technology enhancements including perimeter and internal protection tools and practices.
* Improved information accuracy and increased authoring productivity of reusable, structured content.
* Provided publishing support using MS Visio for development and business process and system documentation.
* Conducted focused group meetings or interviewed team members and leaders about their current required content creation and management challenges across the system.
* Identified, evaluated and defined highly complex systems scope and objectives based on ITSM practices, processes and systems and industry standards to meet end-user needs.
* Designed and Created Workflow Diagrams, process flow Diagrams, Activity diagram, Sequential Diagram using UML Business Process Modeling in MS Visio and EA.
* Created and documented IT service management processesand security management processes.
* Documented hardware and software assets, configuration management and ITSM service management processes document.
* Documented ITSM based best practices to help in creating standard IT service management processes to use it across the different IT application and infrastructure units.
* Created information booklets of short descriptive for each system in order to understand the topology of the diagrams created.
* Proactively coordinated with various project teams to gather and document the system workflows/process flow and reported the daily progress to manger.
* Identified and listed down the Server names, IP addresses, different Database and various Integration names in each system.
* Conducted one on one meetings in order to get reviews on the documentations and enhance the detailing of the systems.
* Created Visual representation of computer or telecommunication which shows how they interact, including routers, device, hubs, firewalls using Network (Physical & Logical) Diagram.
* Documented application mapping to discover and map all components and interdependencies of business processes and applications, including software, servers, storage, security, networking infrastructure and data flow.

## **TATA CONSULTANCY SERVICES, GANDHINAGAR, INDIA NOV2012 - DEC 2015**

## **TECHNICAL WRITER**

### **Responsibilities:**

* Created graphics including diagrams and tables to illustrate concepts in the IT Service Management (ITS) framework and IT Security management framework.
* Developed manual content from reading technical specifications, analyzing industry documentation and interviewing subject matter experts.
* Documented change request and incident reports in ITSM and Translated complicated information into practical language.
* Used a content management system to manage infrastructure documentation and created various topology diagrams.
* Established and enforced the use of standard formats and styles for technical documentation.
* Collaborated with engineers, development staff and subject matter experts in preparation of security policies and standards.
* Documented detailed workflows, Procedure information, and summary presentation and meet operational and audit compliance and governance requirements.
* Created infrastructure charts to show relationships among servers, firewall and desktops.
* Interviewed product developers, observe production methods, and then can document observation and knowledge into technical specifications, blueprints, engineering illustrations.
* Created and analyzed Pre-diagnosis and Physical diagram to know the information about logical network structure, domain architecture, Used Protocols and server’s roles Using MS Visio.
* Used Physical and Logical Diagrams to visualize the communication schemes of Local Area Networks.
* Created system architecture diagrams including network diagrams and interface connectivity diagrams.
* Created rack diagrams and defined specific necessary system interfaces.
* Involved in arrangement of elements with Network and security topology.
* Experience in creation of Network Diagrams to represent the network knots and connections between comprehensive graphic views.
* Designed and Created Activity Flow Diagrams, Data Flow Diagrams, Activity diagram, Sequential Diagram using UML Business Process Modeling in MS Visio.
* Developed standards, style documents, style sheets, templates, and graphic libraries to ensure common look and feel.
* Assisted in Information Security's partnership with IT and business units to identify gaps in security policies and standards, and develop recommendations for improvement.
* Worked to understand and monitor emerging threats and vulnerabilities and assist Information Security with efforts to partner with IT teams to identify and evaluate technology enhancements including perimeter and internal protection tools and practices.
* Assisted in the development and authoring of technical information including, but not limited to operator manuals, service manuals, assembly instructions, and dealer installed accessory instructions.
* Identified business and systems process improvements from big picture to detailed levels.
* Performed requirements analysis and refinement of user requirements into Functional Specifications.
* Used MS Visio for Process modeling, Process mapping and Business Process Flow Diagrams.
* Completed writing assignments in MS Visio according to set standards regarding order, clarity, conciseness, style, and terminology.
* Created Logical and Physical Network Diagram to describe about logical network structure
* Risk assessment/prioritization drafting, execution and documenting risk areas in IT Security management.