**Beau Cook**

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**Professional Summary:**

**•** 7+ Years of experience as a Business Analyst focused on Identity and Access Management, specifically SailPoint.

* Experience as Identity Access Management Business Analyst. Sound knowledge and hand on experience on SailPoint Identity, Active Directory services, Identity Access Management and access control process.
* Experience as a Business Analyst in various sectors of business, with In-depth knowledge of SDLC (System Development Life Cycle) with all phases of Waterfall, Agile, Scrum.
* Good knowledge and experience in Software Development Life Cycle (SDLC) and its phases: Requirement gathering, Analysis, Design, Implementing, Testing, Deployment and Maintenance.
* Proficient in analyzing business ('AS-IS' and 'TO-BE') opportunities using GAP Analysis, Risk/Impact Assessment, Process / Project Feasibility Study to achieve end state requirements and drafting Concept/Business Case / Process Documentation.
* Hands on experience in establishment, maintenance in the development of Lawson System values, user codes, system structure and parameters, system security and hierarchy, report writer characteristics, etc.
* RBAC (Role-based access control) review and clean existing roles, secure approvals, and clean existing list of users.
* Extensive knowledge of Identity Access Management (IAM)
* Facilitated JAD sessions, meetings, conference calls, questionnaires, storyboard presentations & workshops with Business Users and Subject Matter Experts (SME) for business and technical requirements gathering.
* Systems Analysis: Performed needs analyses to define opportunities for new or improved business process solutions. Conducted e-mail and telephone surveys with key stakeholders to ascertain user profile requirements for RBAC system.
* Schedule and drive demo meetings and User Acceptance Testing with Business Line for new applications/ re-configured application integrations.
* Applications Software: Analyze and refine system requirements for commercial and propriety software applications. Assisted in the designed a Graphical User Interface for the RBAC project based on manager feedback.
* Involved in developing and maintaining IAM strategy and roadmap, both tactical and strategic
* Using MS office which includes MS Word, MS Excel, MS Access, MS Project for project documentation and analysis
* Hands on experience in SQL including ability to independently read and write queries
* Expertise in performance analysis and tuning using various debugging tools like run time analysis and SQL trace.
* Good analytical and communication skills and ability to work independently with minimal supervision and perform as part of a team.
* Working experience with Service Now ticketing system to generate ticket.
* Involved in walkthroughs with the development team and QA team and other relevant stakeholders to ensure user requirements are fulfilled.
* Experience in developing the required user acceptance test (UAT) scripts, Test Cases and Test Plans. Facilitated User Acceptance Testing, tracked deviations and analyzed bugs.
* Excellent communication, analytical, interpersonal, and presentation skills; expert at managing multiple projects simultaneously.

**Work Experience**

**Sr IAM Business Analyst**

**Credit Suisse - New York, NY August 2018 to Present**

**Description:** The project that I worked for Credit Suisse was to configure business applications in SailPoint Identiy IQ. These include a centralized workflow and provisioning, automated provisioning where possible, Single-Sign-On (SSO) enablement, and password management and automated access certifications.

**Responsibilities**

* Conducted project kick off meeting with team members to explain roles, responsibilities, deliverables, timelines, assignments and status reporting as well as setting expectations from various teams
* Performed Requirement Gathering, Analysis & Management by actively discussing and exploring customer requirements and prepared the Business Case Document using MS Word
* Prepared the future state as well as current state screen shots presentation slides in PowerPoint, AS IS/TO BE document prepared
* Involved in developing the project plan with the PM assistance and included provisions for project scope changes and issues and initiated efforts to make enhancements, created work process flows and work break down structures
* Created current state flow diagrams and depicting the future state flow diagrams in MS Visio by interviewing various SMEs and feedback from IT solution architects
* Prepared artifacts such as BRDs, FRDs, Use Cases & UML diagrams using MS Visio
* Provided the best practices for SailPoint functionalities and implementation
* Participate in and/or User Acceptance Testing and bug-related reengineering efforts
* Ensure requirements gathered, processes defined, and use cases documented follow out of the box configuration vs. customization as much as possible
* Participate in and/or User Acceptance Testing and bug-related reengineering efforts
* Provide knowledge transfer and postproduction support activities, as necessary
* Gathered requirement to perform integration with multiple applications such as AD, Exchange, RDBMS, Flat File & LDAP
* Analyze daily SailPoint access requests in order to ensure proper provisioning has been completed and verify Active Directory, RACF (Mainframe), ITIM LDAP roles have been successfully created
* Analyze and verify the onboarding, off boarding reports to ensure the Workday feed is properly correlated. Directly work with HR/Workday team on any failed new onboarding, off boarding requests
* Work with key business leaders, stakeholder and project teams to integrate their applications into IAM solution
* Stage yearly Certifications in order to comply with audit and compliance department policies and regulations. Directly work with audit and compliance to ensure users have proper access to Applications, Systems, and Databases. Provide Company Wide training for yearly Certifications
* Have daily, weekly meetings with Business, Developers, and Vendors in order to drive the implementation of security best practices and standards
* On boarded various types of applications including Active Directory, LDAP, RACF and multiple JDBC applications
* Gathering and documenting the requirements from the application teams to be integrated into the SailPoint.
* Defined and configured SOD policies for roles based on training
* Gathered requirements from application teams regarding user aggregation for access reviews and user provisioning using the access request process
* Generated various reports within IIQ to monitor access requests and provisioning status
* Analyzed the received data VS existing data within IIQ to identify discrepancies within the system
* Worked on the orphan/ service accounts in IIQ to identify the right owner
* Strategized project scoping and specifications documents, to clearly communicate the project roadmap
* Coordinated system integration testing, bug fixes and user acceptance testing

**Sr Business Analyst**

**Fifth Third Bank - Columbus, OH September 2016 to July 2018**

**Description:** This project is to establish Identity & Access Management (IDAM) environment to support the user administration of Fifth Third bank. Execution of this project will provide the basis for an automated identity provisioning process and support the security requirements for managing the access to Xerox systems. This project involved interacting with various business stakeholders such as senior executives, account managers, development teams as well as QA and database security analysts as the project dealt with security and privacy of customer information.

**Responsibilities**

* Gather requirements by conducting meetings and brainstorming sessions with SMEs and senior management
* Involve in conducting JAD (Joint Application Development) sessions with the entire team to come up with the possible solutions for the business problems
* Responsible to create AS IS and TO BE Business Process Flow diagrams in MS Visio
* Assist Project Manager to identify risks and create mitigation plans
* Understanding of directories (AD/LDAP) and group structures, policies etc.
* Responsible for design and implementation of SailPoint's Identity IQ
* Excellent knowledge and experience in implementing user provisioning credential management, workflows, forms, application integration, connectors, reports and roles
* Performed data analytics to ensure data is accurate prior to staging and activating certifications
* Served as liaison between platform, technical and business teams for end to end business process
* Direct provisioning using direct connectors for integration of target applications
* Gathered requirements and developed processes to on-board business applications into SailPoint Identity IQ
* Maintain and update the onboarding application Questionnaire by getting inputs from the internal customers, application owners and application SME's
* Coordinate the end to end onboarding of an application through the different phases of SDLC
* Frame set up for enterprise level Role mining, Role Based Access Control (RBAC), Single Sign on (SSO), PAM (Privileged Account Management), Entitlement Management and Identity Management, SLA.
* Established standards, designs and implementation of appropriate identity and access management processes and controls which help improve operations and lower risk
* Collaborate with client in implementation of the planning, training and operating of automated systems
* Provisioning and access governance experience with and understanding of security on systems such as Active Directory, LDAP/Unix, DBMS Oracle and manual provisioned applications
* Performed Integration with multiple applications such as AD, Exchange, RDBMS, Flat File & LDAP
* Prepared business process models; used Visio to create use case diagrams
* Experience working with project management methodologies- agile development methodology, Implemented Agile (Scrum) Methodology that includes daily scrum with team
* Strong MS excel and access skills with knowledge on business analytic tools such as Qlik view
* Have excellent technical analytical, problem solving, communication and interpersonal skills, with ability to interact with individuals at all levels and can work as a part of a team as well as independently
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly
* Worked extensively with Microsoft Excel (Macros, VLOOKUPS, and Pivot Tables). Proficient Microsoft Word, Power Point, Access and Lotus Notes
* Used Quality Center/Test Director for requirement management, test planning, scheduling, executing test cases, managing and tracking defects

**Business Analyst**

**Citi Group - New York, NY November 2014 to August 2016**

**Description:** This project is to establish Identity & Access Management (IAM) environment to support the user administration of Citi Group. Execution of this project will provide the basis for an automated identity provisioning process and support the security requirements for managing the access to Citi Group systems. This project involved interacting with various business stakeholders such as senior executives, account manger’s, development teams as well as QA and database security analysts as the project dealt with security and privacy of customer information.

**Responsibilities**

* Coordinated with Business Partners and Information Technology Application Groups to define Business Roles and Technical Roles and assisted in integrating these requirements into IAM solution.
* Documented tracked functional changes; wrote detailed use cases and requirements (BRD's and FRD's), Systems Design Document (SDD) and reengineering business process and designing.
* Worked with developing User Stories throughout the Agile Lifecycle as well as created UML diagrams such as Use Case, Activity, ER diagram and Chart diagrams with MS Visio.
* Involved in managing process to track, monitor and coordinate compliance activity with information security policies, procedures and baseline security standards.
* Responsible for Role-based Access Control (RBAC) recommendations for different user groups working on various software applications.
* Assured charges are accounted via Epic Systems to patients to assure Compliance on all levels.
* Collected, analyzed and clarified IAM business requirements in collaboration with business clients
* Assisted clients in advanced use of Infor-Lawson Applications to better achieve their business goals through optimizing the software's capabilities.
* Conducted workshop to determine how Lawson Process Flow could be used effectively to improve and automate processes.
* Experienced in designing, developing, and managing interfaces to and from external systems utilizing both Lawson applications and various Lawson Tools and third party ETL applications.
* Verified that the interfaces were in place and are working for information to flow into Lawson System correctly.
* Established and analyzed identities, roles and access assignment and developed RBAC.
* Configured, analyzed, and maintained IAM tool ensuring high efficiency and effectiveness of the tool.
* Recommend, analyzed and supported integration of additional systems/applications to IAM.
* Defined requirements and analyzed all data feeds to ensure that IAM was receiving accurate and timely data from target systems and other data sources.
* Troubleshoot IAM issues related to the tool configuration or the data itself.
* Mentored teammates in Identity and Access Management (IAM) advanced capabilities maintained a Requirement Traceability Matrix (RTM) to ensure that all Functional Requirements are
* addressed at the Use Case Level and matched with the Business Requirements.
* Used SQL queries (select, insert, update, delete, sub queries, joins, etc.) to manipulate the data in the database and generate reports to help the business users for their daily activities.
* Worked in Excel to processing large quantities of data, using pivot tables, using conditional formatting, and applying business rules.
* Followed JIRA for tracking bugs, issues, user stories, tests, and project management functions
* Worked with different modules of HP ALM/Quality Center such as Requirements, Test Plan, Test Lab, Defects and Dashboard module.
* Collaborated with QA team to create and implement test plan and test cases for User Acceptance
* Testing (UAT)
* Involved with the whole UAT to ensure the performance of the system and application.

**Barclays New York, NY March 2012 to October 2014**

**Responsibilities:**

* Conducted JAD (Joint Application Development) Sessions and RAD (Rapid Application Development) Sessions with stakeholders.
* Assisted the PM in managing the Agile Scrum process to ensure smooth delivery of projects.
* Identified internal and external system requirements, design and configuration set-up, also created User
* Worked with the banks Identity Access Management IAM) Toolset. Drive to understand the global IT security environment and strategic requirements.
* Managing the intake process for on-boarding new applications to the IAM toolset from the users, requirements gathering and documentation, UAT testing, production and feed deployment and overall application management.
* Align the secured applications with the industry processes. Managed the enhancement requests for the ones that are already on boarded to the IAM toolset. Design, Develop and extend Forms using Forms designer and ADF.
* Configuration of applications in Service Now, raising and monitoring incidents. Organize and Setup data feeds for recertification.
* Testing, diagnosing and correcting the feeds for the IAM related services and integrations. Worked with Oracle Database, Active Directory, and LDAP.
* Ensure that the feed build’s and deliverables are archived, versioned and tracked before moving to SIT, UAT and production environments.
* Participated productively as member of team, possibly in a team lead role.
* Completed tasks, assignments and defined processes with some level of independence.
* Identified, prioritized and resolved most questions and issues independently.
* Answered questions of peers. Escalates more complex questions or issues appropriately