



Pankaj Kumar Singh

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India

Education

MBA in Marketing and HR,
SNSIBM. RANCHI, IN, 2011

BSc. in Mathematics, MSYC,
Magadh University, Bodhgaya,
IN, 2007

Advance Level in Portuguese
Language, Instituto Camoes,
Cultural Centre-Embassy of
Portugal, New Delhi, IN, 2014

Languages

Spanish – Fluent

Portuguese -Fluent

English - Fluent

Hindi – Fluent

Key Skills

Identity Access Management

Portuguese Language Expert

SLA Management

Customer Centricity

Leading Team and Expertise in
MIS & Operations

Project Management

Profile

A dynamic **MBA** professional having good communication, Marketing, HR & IT Skills; looking out for a challenging career. I have strong educational track record and writing skills that you would like while the work process and would also praise my extra-ordinary quick learning nature and my inborn instinct to analyze human resources.

Have worked with multiple companies for more than 10 years before and after MBA. Currently working with **KYNDRYL SOLUTIONS PRIVATE LTD** as a **Team Lead - Technical and Security Systems**.

Work Experience

1. Team Lead – Technical and Security Systems

Kyndryl Solutions PVT Ltd, India | Sept 2021 – Present

Project Name: ATCO

Contribution: Team Lead Technical and Security Systems

- **Leading squads** to continue to deliver the current service offering.
- Leading squads to plan, deploy and operate new tools and services.
- Working on the user life cycle (user creation/deletion/updating/movement /privilege/access/management), SSO and MFA
- Working with Active Directory, Windows Power Shell, Azure Active Directory, PIM (Privileged Identity Management)/PAM (Privileged Access management).
- **Building tools, developing efficient support processes**, and contributing to the Knowledge Base, SOP, Operational Handbook, Troubleshooting Guide
- Ensuring individual squad member's knowledge and capabilities improve.
- **Allocating resources within the team as per the project requirements to ensure successful delivery of business objectives.**
- Managing interfaces and engagements between the squad and other significant stakeholders/teams across the company.
- **Managing internal and external audit requirements** for the team
- **Working with managers and customers** to understand business requirements, enterprise standards, and other considerations to design, implement, and deploy new or enhanced PIM/PAM, Authentication/Access technologies and systems.
- **Planning, estimating, and articulating additional resource needs; updating management about the requirements.**

Project Name: Velocity

Certifications

Pursuing **Azure AZ-900**
certification

Badges Earned

Cloud Core

Cognitive Practitioner

Docker Essentials: A
Developer Introduction

Earning Advocacy
Practitioner

Enterprise **Design Thinking**
Practitioner

IBM **Agile** Explorer

IBM Automation Practitioner

IBM **Automation**: Compass

IBM Cloud Private -
Foundation Technology

IBM Quantum Conversations

IBM Storage and Cloud
Essentials

People Skills -

Communication,
Presentation, Collaboration,
and Problem Solving

Python for Data Science

Quality in Practice

Statistics 101

2. Team Lead – Security Delivery Specialist

IBM India PVT Ltd, India | Feb 2016 – Sept 2021

Project Name: Velocity

Contribution: Security Delivery Specialist with Portuguese Language

- **Working on the user life cycle** (user creation/deletion/updating/movement /privilege/access/management), SSO and MFA
- Working with Active Directory, Windows Power Shell, Azure Active Directory, PIM (Privileged Identity Management)/PAM (Privileged Access management).
- **Building tools, developing efficient support processes**, and contributing to the Knowledge Base, SOP, Operational Handbook, Troubleshooting Guide
- **Planning, coordinating, and implementing automation in the process**
- Providing innovative steps through personal efforts (commands/excel/tool's shortcuts) to team to reduce AHT (Average handling time) per request
- **Managing internal and external audit requirements** for the team
- Facilitating team to earn new trainings and streamline the process accordingly.
- Working as the focal point for process transitions from Brazil to India CIC.
- **During the transition periods/peak seasons working out and helping management in optimum resource allocation.**
- Working with managers and customers to understand business requirements, enterprise standards, and other considerations to design, implement, and deploy new or enhanced PIM/PAM, Authentication/Access technologies and systems.
- **Being a language expert participating in multiple project level discussions** for the region (Brazil).

3. Senior It Services Specialist - Portuguese Language

Tec Mahindra Private Limited, India | Oct 2014 - Jan 2016

Project Name: Solenis

Contribution: Senior It Services Specialist - Portuguese Language

- **Troubleshooting** and helping users via **remote sessions/calls/email/bridges** as per their requirement
- Coordinating with L2 team to resolve or redirect the ticket to the correct team
- Ensuring customer satisfaction through personal and collective efforts
- Building tools, developing efficient support processes, and contributing to the Knowledge Base, SOP, Operational Handbook, Troubleshooting Guide
- Email/calls/Video conferences/Bridges all levels of support
- **Being a language expert prime point of contact for LA region clients.**

Assignment History

Projects:

1. ATCO - March 2021 – Present (Identity Access Management)
2. VELOCITY - Feb 2016 – March 2021 (Identity Access Management)
3. AUTOMATION (RPA) project for the customers – April 2017- March 2022 - (Identity Access Management)
4. PORTUGUESE Language Support - Feb 2016 – March 2021 (Identity Access Management (IAM) with **Portuguese** Language)
5. BRMALLS Account (Connectivity & Process) Transition – June 2016 – June 2017 (Identity Access Management with Portuguese Language)

Personal Expressions

A negotiator, a patient thinker, a **quick learner**, and an **observer** with good communication & IT capabilities offering outstanding talent in **management** and **leadership** skills.

Tools Learnt:

Ticketing Tools:

Service Now, HP Service Manager, Maximo, UAT

Admin Tools:

Active Directory, **Azure Active Directory**, **Power Shell** Scripts and Automation, **PAM** (Privilege Access Management) and **PIM** (Privilege Identity Management) **OKTA**, **SSO**, **MFA**, Microsoft Security Patches, **IDMAN**, Passman, Same As, Share Point Access, **Exchange Office 365 Admin**, **On-premises Office 365 Admin**, **Oracle Admin Tool (OIAM)**, **SAP Logon**, **Maximo**, **UAT**, **Lotus Notes**, Mail Verse, GAN, Extranet, HBSIS, Gesplan, Hyperion, Mastercaf, **Windows AD**, **ADFS**,

Office Utility Tools:

Outlook, **Office 365**, Delve, **MS Office**, Lotus Notes, Mail Verse, Tivoli, **Workday**, **HRMS**, DRMS, Professional Market Place, Box, **Share Point**

Platforms Learnt to use:

Windows, Unix, Linux

Expertise:

Identity Access Management, Foreign Language (**Portuguese**), **MS Office**, Communication (**MIS**), Learning and Development, **Leading Team/Squads**.

Key courses and trainings

Classroom Trainings:

Portuguese Language Training, **Robotic Process Automation (RPA)**

Online Trainings: CELP, WST Training, CV Wizard Training, IBM Cyber security Training, Completed Multiple **Badges**

References:

References can be arranged on request in and around the organization.

Declaration:

I hereby declare that the information furnished above is correct, complete and truly stated to the best of my knowledge and belief and I shall furnish the proof when demanded.

Date:

(PANKAJ KUMAR SINGH)

Place:

SIGNATURE