**IT Work – Interview with IT professional**

**Contributor profile**

Parneet was born and brought up in Northern India. She had a passion for all things technical and pursued a degree in Computer Engineering. Her desire to be the best in her chosen field took her across the country to Southern Indian city of Hyderabad, which is known around the world as “Cyberabad”. This city is the Indian version of Silicon Valley where venture capitalists support local tech starts ups and some of the biggest tech companies are also based here. Through her exposure to this vibrant environment, Parneet developed expertise in Cloud Computing and Cybersecurity and started working for Deloitte India. After migrating to Melbourne, she transitioned into a similar role for Deloitte Australia where she is working as a senior consultant.

1. **Please tell us about the industry you work in.**

I work in the Cyber Risk domain which comes under the wider umbrella of the Risk Advisory services that my organisation offers to their clients. Risk Advisory Services are meant to help their clients which can be a business, or an organization understand the risks it faces and minimize such risks. The risks that an organisation faces can be of any of the below types:

* **Operational Risk** refers to risks associated with employee conduct, business processes, and overall operational structure
* **Regulatory Risk** refers to risks associated with meeting and adhering to government regulations
* **Strategic Risk** refers to risks undertaken by the organisation related to the implementation of its business strategies
* **Cyber Risk** refers to risks associated with cyber-related threats

1. **Please tell us about your IT work. What exactly do you do?**

After pursuing my bachelor’s in computer science, I started working in one of the Big 4 consulting firms as a Business Technology Analyst. I work in the Cyber Risk department as a Senior Consultant. Cyber Risk focuses on the technological aspect of the risks the client’s business might face i.e. their applications, systems, servers, etc. This area of services further comprises of the below technology services for client:

* 1. Identity and Access Management
  2. Application Security
  3. Governance Risk and Compliance
  4. Data Privacy and Protection

I specialise in the Application Security space with an expertise in security strategy and design, architecture, and implementation of security in client’s applications.

1. **What other kinds of work do you have to do?**

Apart for providing general consulting services to clients, depending on the projects – I assist in the project management, resourcing and writing statement of work for various clients

1. **Who are all the different people you interact with in your work? Please tell us about them.**

The people I interact with as a part of my job are the client counterparts, who are usually IT professionals. These client professionals provide insights into the client’s business and the define requirements for the work to be undertaken by our team.

We interact with people and teams from diverse range of industries, for example – Consumer and Industrial products, Public Sector, Financial Services, TMT – Technology, Media & Telecommunications, etc which gives us an opportunity to understand how these businesses work, their products and services, goals and also their problems and vulnerabilities.

1. **Please tell us about your interactions with other IT professionals.**

Being a senior consultant, I act as an intermediary between the organisation’s leadership and the operational staff. My interactions with the leaderships mainly comprise of discussions on expanding the cyber risk practice, design trainings for staff, acquiring new skills to keep the professionals up to date with the emerging trends and contributing to business proposals

With the operational staff, my interactions focus majorly on coaching the staff around various upskill trainings and help them make aware about different career pathways in the Cyber world

1. What about your interactions with clients or investors? – Same as No. 4-
2. **What aspects of your work do you spend most time on? Please tell us about these.**

Most of my time at work is spent on conducting workshops with the clients to understand the requirements of the work. As a part of my work, I also train the junior staff and university graduates to bring them up to the speed and make them aware about the new trends in the industries

1. **Which aspects of your work do you find most challenging?**

Honestly, every day is a new challenge when working in a dynamic consulting environment solving real-time problems of the clients. Due to the current situation, the most challenging aspect of my job is virtually connecting with the clients’ stakeholders and my team. For a person like me, who values and thrives on human interaction, it was quite challenging to adjust and adapt to the remote working scenario initially.

But to overcome this, I always encourage my team to switch on their videos, frequently organise team building and networking events and have virtual drinks/ coffee catchups with other professionals in the organisation.

1. **Finally, can you share an example of the work you do that best captures the essence of the IT industry?**

My role requires me to wear different hats to manage and sometimes lead the projects. To capture the essence of the consulting world, below are a few examples of the various tasks I perform as a part of my routine:

* Design, manage, lead, and evaluate projects
* Lead and develop team members on projects
* Manage project resourcing
* Manage clients and key stakeholders
* Be able to facilitate and hold workshops
* Be proficient in assessing where a business is at and how to move them forward with  
  greater financial viability.
* Write proposals and reports competently and succinctly

\*Please provide your consent to use your first name and job title for the purpose of this assessment only.

I agree to provide my consent to use my first name and job title for the purpose of this assessment:

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