Sai Viswanadh Putsala

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# Professional Summary

System Administrator with 9+ years of experience, including 3.8 years specializing in okta identity & Access management. Skilled in **SSO integrations (SAML, OIDC, SWA)**, **MFA.** Strong background in onboarding enterprise applications, troubleshooting authentication issues, and improving security posture through adaptive policies. Adept at working in global enterprise environments and collaborating with cross-functional teams.

# Core Skills

• Identity & Access Management (IAM): Okta SSO, SCIM, RBAC, MFA, Lifecycle Management

• Cloud Platforms: Microsoft Azure

• Endpoint Security: Entra ID (MDM), VMware workspace one

• Collaboration Tools: O365, Teams, Zoom

• Troubleshooting: SSO Access Issues, MFA Failures, Provisioning Errors

• Other Tools: Jira, Active Directory,

# Professional Experience

## System Administrator – Cotiviti

Dec 2021 – Present | Hyderabad, India

• Configured and supported SSO integrations with O365 and enterprise apps.

• Assisted in Okta workflows for user provisioning/de-provisioning.

• Worked with RBAC rules in AD ensuring correct access policies.

• Provided endpoint troubleshooting (Windows/Mac) and collaborated with Security teams for incident resolution.

•Worked Delegated authentication, AD Integration, Multi factor Enablement, Sign on policies, Password policies.

## Sr. Desktop Engineer – Centorices

Jul 2021 – Dec 2021 | Hyderabad, India

• Install and configure software and hardware

• User and group Administration management

• Install and configure software and hardware.

• Manage network servers and technology tools

• Set up accounts and workstations

• Monitor performance and maintain systems according to requirements

• Configuration & Maintenances of Microsoft office Outlook

## Desktop Engineer – Bharth IT Services

Sep 2020 – Jul 2021

• Install and configure software and hardware

• User and group Administration management

• Troubleshooting various application issues

• Troubleshooting machines

• Configuration & Maintenances of Microsoft office Outlook

• Set up accounts and workstations

• A team player with good interpersonal skills, decision-maker and committed to quality

## Desktop Support Engineer – Vision InfoTech (Client: SBI)

Dec 2015 – Apr 2020

• Maintaining a good up time of 99.98% as committed by team at the time of contract.

• Responded to technical inquiries via [phone/email/chat/ticketing system], addressing software and hardware issues, diagnosing problems, and guiding customers through solutions.

• Conducted remote troubleshooting sessions, utilizing [relevant tools/software] to identify and resolve customer concerns efficiently.

• Provided prompt and effective technical support to clients, diagnosing and troubleshooting software and hardware issues for [specific products or services]

. • Collaborated with the development team to identify and prioritize software bugs and feature requests based on customer feedback.

# Education

Diploma – [ECE], [2014]