Satya Prakash Swain

Cyber Security Consultant

PERSONAL INFORMATION

✉ **Email**
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📞 **Mobile**
(+91) 9658165651

💼 **Total work experience**
5 Years 1 Month

🌐 **Social Link**
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KEY SKILLS

idam

Security Monitoring

User Provisioning

Iam Security

Identity Access Management

IAM

Empower

Okta

Technical Support Engineer

System Engineer

Service Desk Analyst

Incident Management

IT Operations

Helpdesk Management

IT Infrastructure

PROFILE SUMMARY

I am working as IDAM (Identify access Management) Security Consultant on the client location Company Reckitt Benckiser. Having an exposure BAU level as well as architect level of knowledge on the IDAM tool.

EDUCATION

2017 — MCA
Ravenshaw College, Cuttack

2015 — B.Sc
Ravenshaw College, Cuttack

WORK EXPERIENCE

Dec 2021 - Present — Cyber Security Consultant
Infosys

- - Implemented IAM project using EmpowerID, Sailpoint, Okta, and CyberArk

- Specialized in user lifecycle management using EmpowerID and Sailpoint

- Having experience on HP ALM tool for testing all the features of IAM Products EmpowerID on the UAT & Dev Environment before deployment on production.

- Working as EmpowerID IAM lead for the 45k userbase Company Reckit Benckiser.

- Assisted the team for multiple task in the EmpowerID starting from testing all the features on UAT & Dev Environment till the deployment of those EID Features in RB during the EmpowerID Upgrade for the Reckitt Benckiser.

- We are doing below activity in the IAM EmpowerID

1. EmpowerID tool full inventory the HR Data.So,this tool is managed all the user Life cycle activity like JML activities as well as PAM.
2. Monitoring job inventory more than 45 account store in the production environment like AD,O365, Service Now & SAP etc. Resolve the issue by analysing the error on the audit logs when inventory is failed.
3. Providing multiple report like All users,VIP users list etc by using the set query condition as per the business requirements.
4. All the downstream accounts are provisioned as well as the O365 license and many more features are provided by the EID tool.In case of automation failure,we are rectify the by using identity life cycle method in EmpowerID IAM tool.
5. Configured User acces Recertification,app onboarding and audit policy as per the business requirements for user group,mailbox & shared folder.
6. Identified & Documented the business roles, Management roles, Business Location ,email & dynamic hierarchy policy for person attribute management role as per the user & business requirements from EmpowerID tool.

- Delaing with Different type of escalation along with very high priority ticket for smoother Resolution.

- Created SOP after fixing a bug or issue and shared to business to follow those process mentioned on the SOP.

- Dealing Multiple ticket Service Now,JIRA and BMC remedy etc.

- Led the implementation, upgrade, and testing of IAM tools

May 2019 - May 2021

System Engineer
Credit Suisse

- Provided technical support to customers regarding hardware and software issues.

- Assisted in troubleshooting and resolving network connectivity issues for clients.

- Delivered exceptional customer service to ensure high satisfaction levels.

- Documented and tracked customer issues to ensure timely resolution.

- Collaborated with cross-functional teams to resolve complex technical problems.

May 2021 - Dec 2021

Technical Analyst
FIS

- Dealing EmpowerID IAM tool as a support engineer for doing the BAU activity.

- using this tool create special Managed Service partner also modifying their attributes as per the request.

- Leveraged advanced technical skills to optimize system performance, resulting in a 15% increase in overall productivity.

- Implemented innovative solutions to streamline processes, leading to a 20% reduction in operational costs.

- Collaborated with cross-functional teams to troubleshoot complex technical issues, ensuring 99% uptime for critical systems.

System Engineer
Credit Suisse

Projects

36 Months   ○ **Reckitt Benckiser**

I have been working on this project since I joined Infosys.Starting from an IAM system analyst role ,now I am in the leading the team .More than 50k userbase company Reckitt Benckiser User life cycle management including all the user primary as well as Privileged accounts and the groups. I have an experienced on IAM tool EmpowerID mainly along with okta and Cyberark.I am supporting the team during the major escalation as well as high priority ticket.

12 Months   ○ **AD Manager**

I have been supporting on the AD Manager reporting tool from last 1 year.I have an vast knowledge on AD manager architecture level along with reporting issues.

COURSES & CERTIFICATIONS

○ ITIL 4 Foundation: an introduction to ITIL 4

○ Okta Professional

○ Sailpoint

○ EmpowerID IAM tool