

SUHAIL AHAMED KHAN

SENIOR SECURITY ANALYST / OKTA IAM ENGINEER

PROFESSIONAL SUMMARY

IT professional prompting 2 years of experience, specializing in Okta, Cisco DUO Identity and Access Management (IAM) solutions. Expertise in user lifecycle management, SSO implementation, and security policies. Known for exceptional troubleshooting skills and optimizing integrations to enhance identity governance. Certified Okta Administrator with a proven track record of client satisfaction and innovation, having earned multiple accolades, including the prestigious ace pro learning champion at Capgemini.

CONTACT

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WORK EXPERIENCE

SENIOR ANALYST/ SOFTWARE ENGINEER | FEB 2023 - PRESENT

CAPGEMINI

Project/Client Experience

DeVry University - Illinois, USA | IT Security Analyst

Nov 2023 - Present

At DeVry, I am involved in various data operations related to troubleshooting integration and user synchronization issues across multiple systems, including Dayforce, ServiceNow, Active Directory (AD), Midpoint, Okta, and downstream platforms. My responsibilities include:

- Resolving synchronization issues with users and accounts.
- Developing minor enhancements, such as creating a workflow to automatically re-enable MFA for users who temporarily lost access to their phones after 48 hours, workflow automation to scheduled to send reminder mail to user and their managers, if the password is set to expire in 14 days, created and deployed a workflow where username needed to be formatted based on attributes for test users.
- Scheduling and performing automated Agent upgrades, as well as manually upgrading from version 3.16 to 3.19.
- Handling Incident Management, Problem Management, and Change Management processes.
- Resolving downstream provisioning issues through Service Tasks.
- Setting up new SSO integrations.
- Managing user access provisioning.
- Troubleshooting SSO issues with existing applications.
- Managing L2/L3 tasks and overseeing day-to-day operations, including interim lead for a team of four individuals.
- Creating user groups, rules for user types, network sign-on policies, and MFA enrollment and policies.
- Monitoring agents, Okta services, and validating systems after infrastructure maintenance.
- Managing user lifecycle processes, including onboarding, offboarding, and user status validation.
- Creating API tokens for OIDC setup.
- Integrating Okta SSO apps using both SAML and OIDC protocols.

Midpoint Support

- Managed application-level incidents and problem resolution.
- Monitored the functionality of connectors, ensuring proper start and shutdown operations.
- Validated systems post-infrastructure maintenance.

Banner – Oracle SQL Developer

- Users Profile and Account Validation
- Created and Replaced User Emails with the help of SQL scripts, via service now request from users/System provisioning Department
- Created Alumni Numbers via SQL Scripts

SSO Bridge

- Provided SSL Certificates to Linux team to renew certificates for Midpoint and Okta Servers
- Deployed Tomcat Services action taken for stopping and start up the services.
- Validated Servers after infrastructure maintenance.

Project/Client Experience

Bloominbrands Inc - Tampa, USA | IT Security Analyst

Aug 2023 - Present

- Identified opportunities to improve service, provided L1 and L2 support to enhance IAM services using Cisco DUO environment to ensure high availability and security
- I worked on creating a work plan, knowledge base articles, and a solution for configuration issues where AD Groups failed to sync with Cisco DUO, causing users to be unable to access certain applications. After implementing the fix, 80% of the cases were resolved, and new users no longer encountered the issue.
- Worked with multiple teams to mitigate issues with Azure Entra ID integration as IDP for Cisco DUO
- Integrated Cisco DUO for salesforce, workday, OpenTable applications.
- Developed and implemented comprehensive identity and access management strategies, policies, and procedures
- Monitored user access rights and privileges to detect unauthorized activities or potential security breaches
- Provided guidance and support to internal teams on IAM-related matters such as user provisioning/deprovisioning, role-based access control (RBAC), privilege escalation, etc.
- Collaborated with IT teams to integrate IAM solutions into existing infrastructure while ensuring smooth operation of business processes
- Conduct training sessions or workshops for employees on IAM policies, procedures, and best practices

SOFTWARE ENGINEER INTERN | FEB 2022 - JUL 2022

EMGLITZ TECHNOLOGIES

- Developed, tested, and implemented new software programs
- Collaborated with experienced team members to conduct root cause analysis of issues, review new and existing code, and perform unit testing.
- Project: Developed an Android application for citizens to register grievances related to municipalities and a web application for municipal employees to monitor and resolve complaints.

DATA ANALYST INTERN | APR 2021 - JUL 2021

SHAPEAI

- Identified, analyzed, and interpreted trends or patterns in complex data sets, finding correlations and visualizing with charts.
- Project: Created a machine learning algorithm to predict the probability of a person surviving the Titanic disaster based on various factors.

ACADEMIC HISTORY

Nehru Institute of Technology | 2018 - 2022

BE Computer Science and Engineering

- CGPA: 8.37

PROFESSIONAL SKILLS

- **IAM Platforms:** Okta, Azure AD, Cisco DUO
- **Authentication Protocols:** SAML, OAuth 2.0, OpenID Connect (OIDC), LDAP
- **User Lifecycle Management:** Provisioning, De-provisioning, RBAC, ABAC
- **SSO & Federation:** Integrated SSO with Salesforce, Workday, SAP, AD, Okta Org2Org
- **API Integration:** Okta provisioning via API, API token management
- **Security Tools:** Multi-Factor Authentication (MFA), Privileged Access Management (PAM)
- **Databases:** MySQL, Oracle, Banner
- **Scripting, Automation & ITSM:** Python, Shell Scripting, SQL, ServiceNow
- **Operating Systems:** Linux (Ubuntu, CentOS), Windows Server (2012/2016/2019)
- **Cloud & Networking:** AWS, Microsoft Azure, VPNs, SSL/TLS

CERTIFICATION

OKTA Certified Administrator

OKTA Certified Professional

Google IT Professional

DUO Level 1 Administrator Certified

Machine Learning GDG Ranchi (Google Developers)