Sunita Gandhi
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SUMMARY:

- Overall 3+ years of experience as a Software Engineer in IT industry
- Volunteered as Robotics Instructor and prepared students for State Level Championship in VEX IQ and Lego EV3 Robotics
- Processing requests within the request management systems and document it appropriately
- Document and save data/resource owner approval in accordance with team procedures
- Prioritizing the customer requests depends on the business justification and expediting the process by coordinating with various teams.
- Collaborate with Business technical teams for issue resolution and mitigation.
- Use utilities built by Database Security team to apply access for individuals, service accounts, and groups
- Respond to tickets within team defined Service Level Objectives (SLO).

PROFESSIONAL EXPERIENCE

Asurion   **Apr 2019 – Aug 2020**

Security Analyst

- Provide access to Users and Service Accounts that are requested by customers by verifying security related concerns and the level of access needed.
- Create User accounts and manage their passwords for the automation of application jobs on various environments
- Verify User/Service accounts that need elevated and/or privileged access and Standard naming conventions per Client's security policies.
- Gather sensitive information like Owner/SME's info for applications for the approval of customer's individual requests.
- Use the SAA/SAU tool to create Service accounts with a unique ID and password so that only authorized personnel are able to use the account for job/processes.
- Create/modify/manage roles within databases for the respective applications which are responsible for daily tasks on respective environments.
- Troubleshoot customer questions with respect to security concerns like password expiration, lack of access and/or having group privileges.
- Update status of requests/incidents via Client's approved workflow

Robotix Institute   **March 2018 - March2019**
- Volunteered as Robotics Instructor for Lego Ev3 Robotics
- Experience in Vex IQ Robotics
- Experience in WEDO robotics

Community College Aurora   **Jan2017 – Jan 2018**

- Maths GED Instructor (Volunteer)
- Helping students for GED preparation
- Volunteering at Denver Library for English as secondary Language classes (ESL)

HCL India Pvt. Ltd.   **Dec 2014- May 2016**
Technical Specialist

Responsibilities

- Work with business management and IT application administrators to manage access roles and profiles for critical applications
- Work with business management manage default access profiles for employees jobs and departments
- Verify User/Service accounts that need elevated and/or privileged access
- Onboard new application into centralized access management processes. Includes development of security administration procedures
- Create User accounts and manage their passwords for the application jobs on DEV, TEST environments
- Participate in the activities of the Database Security staff to include timely and effective reporting, tracking, follow-up, and communication of problems with the user community.
- Implement permissions to databases following least privilege principles
- Troubleshoot issues with CyberArk implementation of managed service

Educational Background

- B-Tech – Computer Science Engineering (Institute of Engineers, Delhi)