SWAPNIL MUKHERJEE

Charlotte, NC (Open to Relocation)

(864) 765-4851 | swapnilmukherjee.jobs@gmail.com | linkedin.com/in/swapnilmukherjee24/ | swapnilmukherjee.github.io/Portfolio/

PROFILE

IAM and CIAM engineer with deep Auth0, Ping, and Okta experience across financial and healthcare environments. I build and operate customer and workforce identity platforms end-to-end, covering SSO, MFA, and lifecycle automation. Strong in OAuth 2.0, OIDC, SAML, and SCIM, with hands-on development across all three platforms, including Auth0 Actions and Hooks, Ping policies and flows, and Okta Inline Hooks and Workflows. All work is delivered through CI/CD pipelines aligned with Zero Trust requirements.

TECHNICAL SKILLS

- **IAM Platforms & IGA**: Okta Workforce Identity, Okta Customer Identity, Auth0, PingFederate, PingDirectory, SailPoint IdentityIQ
- **CIAM, SSO & Access Control**: Customer and workforce identity, SSO, MFA, Conditional Access, Adaptive Authentication, RBAC, ABAC, Privileged Access Management, Zero Trust Architecture
- **Identity Protocols & Standards**: OAuth 2.0, OpenID Connect (OIDC), SAML 2.0, SCIM, LDAP, JWT, TLS, PKI fundamentals
- **IAM Engineering, Scripting & Integrations**: JavaScript, Auth0 Actions, Auth0 Rules, Auth0 Hooks, Ping policies and flows, Okta Inline Hooks, Okta Workflows, Rest APIs, JSON, CLI tools, Postman
- **Automation, CI/CD & Infrastructure as Code**: GitHub, Jenkins, Terraform, CI/CD pipelines for IAM configuration and deployment
- **Cloud Identity & Directories**: Azure Active Directory, Active Directory, LDAP directories, identity federation for SaaS and on-prem applications
- **Security & Compliance**: NIST 800-53, SOC 2, ISO 27001, PCI DSS, SOX, GLBA, GDPR, CCPA, HIPAA
- **Monitoring, Logging & Observability**: Splunk, Dynatrace, New Relic

PROFESSIONAL EXPERIENCE

Fifth Third Bank *contractor via CBTS*   **Jun 2024 - Present**
Security Engineer II – Identity and Access Management (CIAM)   *Remote, USA*

- Serve as the CIAM engineer for the Newline commercial banking platform, owning production identity flows for external customers and internal staff across Auth0 and Ping-based solutions.
- Design and operate SSO and MFA journeys using OAuth 2.0, OIDC and SAML, enforcing authentication and authorization policies aligned with Zero Trust and the bank's internal security standards.
- Lead the end-to-end migration from Auth0 to Ping Identity and PingDirectory, including feature and gap analysis, attribute and claim mapping, PingDirectory schema alignment, user profile migration and application re-onboarding, delivering zero unplanned downtime and no customer-facing regressions in login or MFA flows.
- Build and maintain custom Auth0 Actions, Rules and Hooks, as well as Ping policies and flows, using JavaScript and REST APIs to deliver token enrichment, registration and credential recovery flows, step-up authentication and integrations with internal risk and customer data services.
- Implement and manage CI/CD for identity configuration using CLI tools, GitHub, Jenkins and Terraform, ensuring version-controlled changes, approvals and auditable promotion of IAM updates across environments while monitoring authentication health through logs and dashboards.
- Strengthen identity lifecycle governance by refining joiner–mover–leaver logic, role and group mappings and access patterns in partnership with HR, security and application teams, reducing access discrepancies, CIAM-related incidents and audit findings.

Cardinal Health *consultant via Tata Consultancy Services*   **Jul 2020 - Aug 2022**
IAM Systems Engineer   *Kolkata, India*

- Functioned as an Okta subject matter expert and IAM platform engineer for a global healthcare workforce of 22,000+ identities, designing and operating SSO patterns with SAML 2.0, OIDC and OAuth 2.0 across on-premises and cloud applications in a regulated environment.
- Led a team of 8 engineers to migrate legacy on-premises applications to Okta-based identity services, federating 100+ B2E, B2B and B2C applications with Active Directory and Okta and aligning delivery with client security and business requirements.
- Worked with SailPoint IdentityIQ on account aggregation, connector configuration and lifecycle workflows so joiner–mover–leaver events, access reviews and certifications remained consistent across Active Directory, Okta and key enterprise systems.
- Partnered with CyberArk and SailPoint teams to define privileged access and identity governance patterns that complemented SSO and cloud migration, improving control over high-risk accounts and reducing unmanaged or orphaned administrative access.
- Administered Linux and Red Hat servers supporting IAM components and proxy services and implemented automation and upgrade routines to stabilize SSO infrastructure and reduce downtime during maintenance and change windows.
- Deployed and tuned MFA and adaptive MFA policies across legacy and cloud platforms, strengthening authentication while keeping access flows straightforward for employees, partners and support teams.

Nokia Networks   **Jan 2019 - Feb 2019**
Software Development Intern   *New Delhi, India*

- Built JS and Python automation scripts and internal APIs to streamline deployment and environment configuration for internal network tools, gaining early experience with secure API design, credential handling, logging and health checks that now inform my IAM engineering work.

EDUCATION

Clemson University   **Aug 2022 - May 2024**
M.S., Computer Science   *Clemson, SC*

Institute of Engineering and Management   **Apr 2016 - Jul 2020**
B.Tech., Computer Science and Engineering   *Kolkata, India*