

Niraj Krishna Kumar

Identity Access Management | User Onboarding Management | Project Management

Experienced IT Professional with over 9 years of experience in various IT Support roles. Currently administer identity and security access globally for all users across entire enterprise. Prior role includes System Support Engineer, Service Desk SME, Acting Team Coach, Team Player, Project Co-Ordinator.

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📍 Mumbai

SKILLS

- Stakeholder & Client Management
- Quick Learner & Leadership
- ServiceNow & Sharepoint
- Detail Oriented
- Microsoft Word, Excel, PowerPoint & Presentation Skills

WORK EXPERIENCE

Senior Access Control Administrator – IAM

DynPro India Pvt Ltd - Client Airbnb

05/2022 - 06/2022

Mumbai

Responsibilities Included:

- Hired for a project with an MNC client. Since, the project went on hold, I was relieved from their services.

Senior Access Control Administrator – IAM

MITG Global PVT LTD - Client BNP Paribas

05/2019 - 05/2022

Mumbai

Responsibilities Included:

- Indian counterpart of North America Region User Onboarding Management Team (NAR UOM).
- Instrumental in continuous improvement of Onboarding, Transfer and Off-boarding processes across Americas.
- Act as single point of contact for issues related to onboarding.
- Coordinating the onboarding processes with the various departments involved (HR, IT, Compliance, Procurement, Premises and Finance).
- Creation of global user IDs, a key identity attribute for any employee joining the bank in NAR domain.
- Ensure Standard Operating Procedures (SOPs) are updated for all existing applications
- Static maintenance of user IDs, organizational hierarchy, and ensuring correct user-departmental structure.
- Amend organization unit (departments) attributes based on requests from key stakeholders.
- Perform control activities on monthly basis and publishing to client.

Process Specialist - IDAM Team

Infosys LTD - Client Deutsche Bank

12/2018 - 05/2019

Pune

Responsibilities Included:

- Worked with IDAM team for creating and granting application user access.
- Coordinate the end to end on boarding of an applications.
- Create detailed Use Cases for Help technical team by performing front end configuration
- Review and update relevant documentation that guide Technology and Business with security
- Provide support to ensure central access related Governance & Control is applied for DB's applications

Sr. Administrator – Data Center IDAM Team

Microland LTD - Client Clifford Chance

11/2017 - 12/2018

Bangalore

Responsibilities Included:

- Creating ID and Access for the applications and primary accounts at L1 for authorized users.
- Completion of day-to-day activities which involves request system i.e. ticketing tools including Service now, mailbox monitoring.
- Ensure Standard Operating Procedures (SOPs) are updated for all existing applications.
- Ensure quality/quantity of processing is maintained as per SLAs

Administrator – EUS Project Co-Ordinator

Microland LTD - Client BNP Paribas

08/2015 - 11/2017

Mumbai

- Deployment of Core Components applications and worked on Smartpass deployment, Share Drive Migration Projects.
- Extracting reports and publishing to client.
- Creation and maintaining document (SOPs, FAQs).

Subject Matter Expert for Technical Service Desk

Microland LTD - Client BNP Paribas

05/2014 - 08/2015

Mumbai

- Worked as an IT service desk SME providing L2 remote support to users.

Desk Side Engineer

Microland LTD - Client BNP Paribas

05/2013 - 05/2014

Mumbai

- Worked as an IT engineer providing system support to users.

EDUCATION & CERTIFICATIONS

Pursuing PMP Certification

05/2013 – Present

Mumbai

AWS Certified Solutions Architect – Associate

04/2023 – 04/2026

Mumbai

PGDM – IT Project Management - Welingkar Institute, Mumbai

03/2018 – 03/2020

Mumbai

ITIL Foundation IT Service Management

09/2016

Mumbai

B.Com – University of Mumbai

03/2009 – 03/2012

Mumbai

Personal Details

D.O. B

21st January 1991

Marital Status

Single

Languages

English, Hindi, Malayalam