

# Hired Resume Service

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## Director - Identity & Access Management

*Delivering, executing and leading enterprise IAM initiatives in complex organizational environments.*

Results driven manager with 18+ years of combined experience as an Identity & Access Management lead, Project Manager, and Program Manager. Highly collaborative professional who excels in leading cross functional teams, providing thought leadership, driving innovation, breakthrough technologies, and delivering the highest standards of strategic identity and access management enterprise, large-scale solutions.

### Summary of Qualifications:

- Bachelor degree in Engineering; 10 years of experience as a Senior Identity and Access Manager.
- Expertise in designing, building and operating IAM Programs for large and geographically dispersed organizations.
- Demonstrated experience leading direct reports, as well as teams within large cross functional projects.
- Outstanding communication skills; ability to gather relevant data and information, actively listen, dialogue freely, verbalize ideas effectively, negotiate tense situations successfully, and handle and resolve conflict.
- Proven presentation and facilitation skills.
- Budget and financial management experience (multi-million-dollar portfolios).
- Ability to work with technologies and architectures of identity/access services, able to anticipate future trends and capability needs and increase utilization and adoption of products and features.
- Demonstrated expertise of building a consensus across business partners and technology leaders and influencing successful outcomes.
- Excels in team-oriented roles that rely on ability to collaborate with others.
- Experience working successfully in a high matrix organization.

### IAM Tools & Capabilities:

Identity & Access Governance:	Oracle Identity Manager (OIM), IBM Tivoli Identity, Manager (ITIM) & Sailpoint
Single Signon:	Oracle Access Manager (OAM), CA Siteminder
Federation:	Ping Federate, Okta, Secureauth
Multi Factor Authentication:	Ping Federate, SecureAuth
Enterprise Directory:	Active Directory, Oracle LDAPs

## Professional Experience

**NAME of COMPANY, Minneapolis, MN**

**May 2015 — Present**

*An American National Electronic retailer headquartered in Richfield MN with 150,000 employees.*

### **Sr. Manager, Identity & Access Management**

Led and managed the IAM Development/Engineering team and the IAM Operations team with capabilities affecting a 150K user base comprised of company name employees, contractors and Vendors (both onsite and offshore teams). Created and executed IAM road maps and successfully integrated appropriate enterprise IAM solutions. Supervised, coached, and trained 9 direct reports and 50+ employees and contractors. Collaborated with senior leaders to prepare technology options and direction. Reported directly to Senior Director. Managed a budget of \$6M to \$8M.

- Engineering Processes: oversaw the delivery of new IAM technologies, and the upgrading of existing infrastructures (average budgets on projects was between \$3M- \$4M).
- Responsible for strategic planning, designing and implementing the identity and access management technologies, supervising IAM team members and consulting with key Best Buy stakeholders.

- Responsible to assess the current IAM maturity, identify gaps and develop a modern, future-directed IAM strategy and clearly communicate the vision and strategy to stakeholders on all levels.
- Developed Engineering case plans on projects and presented to stakeholders (identified project risks, scope, cost, schedules, analyzed systems and processes, and created execution plans).
- Designed and developed several complex projects like Implementing MFA across various critical applications, Enabling SSO and federation between various applications, implementing New Password reset Self Service options, implementing Vendor IAM program, Oracle Identity Manager upgrade, Oracle Access Manager upgrade, implementing Adaptive MFA.
- Provided leadership to a high performing team of engineers (9 direct reports) in creating I&AM solutions to meet current and future needs for the company.
- Developed identity and access detailed technology reference architecture and integration roadmap.
- Assigned work to project managers and provided proactive thought leadership, work direction, and feedback to project leads and teams.
- Drove progress on complex and multiple projects; communicated and reported issues, risks, dependencies, and status to executives, customers, and other stakeholders.
- Coached and mentored teams and individuals, led by example, lead with integrity.
- Handled contract negotiations; roll out RFP's, and evaluating vendors.
- Conducted informal training sessions regarding technologies, processes or tools.
- Worked closely with multiple business teams, System Architects, Engineers, Project Managers, and The enterprise security team to deliver solutions.
- Collaborated with application owners to on-board those applications into the identity and access management solution for automating access governance.

**Operations Processes:** managed a yearly budget of \$4M. Oversaw a 3rd party Vendor team (Direct Report) with over 45+ professionals consisting of both onsite and offshore resources. The team was responsible for daily IAM operational activities including handling incidents, problems, bridge calls, and change management.

- Monitored compliance and alignment with enterprise security policies, standards, regulatory actions, guidelines and procedures with related divisional policies and procedures.
- Effective management of key vendor relationships.
- Drove automation to reduce manual operations, errors and inputs and streamline end-user experience.
- Responsible for Major Incident Management, Change management, Release Management and Availability Management across IAM capabilities.
- Manage the Holiday Readiness team throughout portfolio in completing Holiday Readiness Program activities. Provides critical onsite leadership to team during key business dates.
- Work with the Security & Compliance team to ensuring proper access control within portfolio. Responsible for concluding audit and control procedures.

**NAME FINANCIAL, (contracted) 2008 to 2015**

*Led multiple Projects in IAM.*

***Program Manager, IAM Portfolio***

Chosen to lead implementation of IAM utilities migration to a new Data center. Procured new hardware and set up a parallel environment with the newer version based on the Reference Architecture. Enabled seamless navigation between the old and new versions, cut over to the new version once stabilized, and decommissioned the old infrastructure. Led a team of 30+ people who were responsible for analysis, designing, and building. Handpicked as a Program Manager to lead this 3M project of migrating 15 critical assets to a new IBM Data center.

- Coordinated with 100 application teams that were integrated with SSO during migration and cut over.
- Executed the implementation of I&AM utilities migration to the new environment.

- Identified (identified project risks, scope, cost, schedules, analyzed systems and processes, and created execution plans and provided a realistic picture to the senior leadership team.
- Successfully coordinated all migration, remediation, validation and verification activities across all utilities.
- Completed accountability to co-ordinate with all necessary organizations to retire old I&AM infrastructure after complete cut-over to new infrastructure.

***Project Manager, Automated Provisioning***

Defined the Architecture for Password synchronization project. Developed and architected all the provisioning and de-provisioning requirements related to Active Directory and Exchange. Led a team in the procurement of new hardware, installation and configuration. Automated a system and established new rules allowing access to the Active Directory. Led a team of 8 members for this project. Managed a budget of \$1.2 M

- Reviewed requirements and systematically formed three separate sub projects to be driven and tracked.
- Led a technical a team to design and implement the automated provisioning of Single Signon ID through IBM Tivoli Identity Manager.
- Successfully completed project plans and estimates for each of the sub projects, with SDLC lifecycles.

***Project Manager, Siteminder SSO Integrations***

Integrated several complex integrations with SSO. Managed the successful completion of 30 application integrations with CA Siteminder. Involved in close coordination with application teams for planning, monitoring, execution and validation activities. Scheduled and managed 100+ change executions which consisted of 50+ CA Siteminder Web agent installs and 50+ policy migrations in the CA system. Created projects plans for each application which included the dependencies and the pre-requisites.

- Conducted several feasibility and requirements walkthrough meetings.
- Brought in several optimizations in the policy creation and webagent install process.
- Led weekly meetings with Application leadership to present accurate status and resolve any risks or issues.
- Optimized the testing process by creating automated test scripts for testing after each integration.

***Project Manager, SOX Remediation and Testing***

Led an audit team which would ensure SOX compliance for several critical applications. Prepared and executed a SOX audit scheduled for 70 plus applications. Gathering of SOX evidence validated and executed test scripts. Provided leadership the evidence of SOX control violations and suggested remediation steps.

**ABN AMRO BANK, Amsterdam, The Netherlands, 2001 to 2008*****Manager, Technical Lead, BCDB Master Project***

The Business Contact Database – Master project was conceived in order to cater to the requirement of a centralized “Master” database (DB2 database) for registering unique business contacts for the customers of the ABN AMRO. Prepared functional documents and managed both onsite and offshore technical teams. Generated reports of the daily issues, and the resolved defects on a daily basis. Identified and solved the crisis of many production problems.

- Worked on the preparation and review of Technical design documents of various sizes.
- Key role in driving performance through testing and fixing performance related problems.
- Designed and coded several modules that provides functionalities like initial load (from IMS to DB2. Databases), Synchronization (between the databases) and check and Recovery, performed extensive development in COBOL and IMS and built REXX based tools for testing.
- Led a 15 member strong offshore team to support the project delivery under strict timeline restrictions.
- Led functions for the COBALT/IMS DB team; assigned workloads and mentored the junior team members.

**Education**

BHARATHIYAR UNIVERSITY, Bachelor of Engineering, India