**MANOJ**

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**PROFESSIONAL EXPERIENCE**

**INFOSYS (Payroll: Zentek Infosoft) BENGALURU**

*Technical Lead – Cyber* *Security and IAM (Client: Ralph Lauren Corp.) Mar 2017 – July 2017*

**Job Responsibilities**

**Security Operations**

* Drive pro-active and reactive security incident response by managing a team size of 10
* Implementation of Email Security
* Web Security
* Applications Security
* Access Protection
* Endpoints Security
* Data Security
* Threat Intelligent
* Security Incident Handling
* Assists in identifying technology solutions for end-point security
* Instrumental in developing best practices around
* Endpoint access controls and endpoint security orchestration
* Endpoint Threat Detection & Forensics System
* Evaluate and propose new technologies & solutions for securing the endpoint
* Security policy, standards, and guidelines related to endpoint security, specifically on mobility environment security and Cloud based messaging and collaboration environment security
* Deliver processes and policies to deploy and sustain security best practices
* Contribute to develop network security architecture by meeting the IT security regulations
* 10 years of experience in Security governance, Compliance, Audit and reporting
* 10 years of experience in network, software and device vulnerability assessment
* 10 years of experience in the areas such as: Security Operations using SIEM tools, incident analysis, incident handling, log analysis, SIEM components integration and change implementation
* Implementation of security policies such as authentication, Firewall rules, single sign-on, authorization,
* Training the new joiners, mentoring and leading them to meet the SLA
* Used the IT security tools such as Symantec EPS, DLP, Snare, Logrythm, MNM, Websense, IBM Qradar, Ironport

**Identity and Access Management**

* Serve as a key member in IT security with a focus on Identity and Access Governance with a team management and Architecture experience of 5 years
* User Provisioning, Policy Management, Privacy regulations, Account Closure, Role based, Attribute Based, Policies Based Access Control, Organizational Unit & Security groups management involving creation / deletion OU’s, moving user / computer / groups across Organizational Unit’s
* User / Service Account delegation, Assigning shared files and folders permissions
* Creation and provision of Shared folders (read, write, modify, full control access)
* Identity Management (Provisioning, Enrolment), Azure Idaas, Cloud Identity
* Access Management – Authentication, Authorization, Role Based Access Control (RBAC)
* Identity Governance – Attestation, Re-certification, Identity Trust Frameworks
* Identity Federation, Single Sign-On (Desktop, Web, eSSO) Two-Factor Authentication
* Experience in implementation, support and troubleshooting of access control platforms
* Expertise in ACL, Active Directory group structures and GPO implementation
* Expertise in ADFS Integration (Experience on ADFS security, authentication)
* Active Directory expertise, Ability to independently handle bridge calls during high priority issues and experience in working with multiple teams simultaneously
* Experience in ACTIVE DIRECTORY, FIM, MIM, AZURE AD CONNECT, CA IDM, SAML & etc.,
* Strong knowledge on FIM Synchronization Service
* Expert in managing, analyzing, development, customization, designing, deployment, backup & restore and upgrading of Forefront Identity Management (FIM)
* Supporting and maintaining FIM main web console
* Users & Groups auto-provision using Microsoft Forefront Identity Manager
* Expert in development of Management agents, Activities, Rules extension and PowerShell
* On demand addition or modification of Roles for the all the integrated / will be integrated applications
* Automating tasks in Active Directory and MS-Exchange using PowerShell
* Experiencing in Dormant accounts cleanup activities in Active Directory, SAP, HR feed data
* Experience in Shared folder / mailboxes & Distribution List access administration
* Training the new joiners, mentoring and leading them to meet the SLA

**Windows Administration**

* Experience of Windows Server operating systems, Azure and Active Directory
* 4 years of PowerShell scripting experience on Microsoft Active Directory
* Adding and removing domain controllers and managing sites and services
* Managing and monitoring replication & performance Skills
* Ensuring the proper assignment and configuration of operations master roles
* Managing domain and domain controller security policies
* Configuring directory service parameters, such as setting the functional level of a forest or putting the directory in the special List-Object security mode
* Strong Active Directory troubleshooting skills and experience
* Experience in Active Directory Disaster Recovery
* Group Policies implementation and design and troubleshooting Security and Administration of the Active Directory environment.
* Good networking knowledge - IP, DHCP, DNS, WINS, WSUS, File Server, etc.,
* Experience administrating Wins and DNS environments.
* Knowledge on AD Migration and tools.
* Knowledge on Messaging & Collaboration
* Training the new joiners, mentoring and leading them to meet the SLA

**MS-Exchange administration**

* Deep Knowledge of Mail flow architecture for Internal as well as External
* MS Exchange Server Administration (2016/ 2013/ 2010/ 2007/ 2003 / 2000, Lync2013)
* Configuring SMTP access for Application mail routing
* Office 365 global, ATP, Security compliance, Office 365 integration, Directory Synchronization, O365 apps support, Skype for business administration
* Mailbox Administration and modification of Distribution List, Setup and manage End User and Shared mailboxes, Mail Contacts & Service Accounts
* Manage Exchange recipients - create, modify, delete, shared mailbox, recover deleted emails
* Server health check and performance (Using Power Shell commands)
* Knowledge on Auto discovery
* Knowledge on Mailbox server role and Mailbox portability
* Knowledge on RBAC model
* Troubleshoot OWA & Exchange ActiveSync Synchronization issues
* Migrate / Move users within given domain regions
* Manage Outlook Web App Features Using Outlook Web App Mailbox Policies
* Enable an Archive Mailbox, put a Mailbox on Legal / Litigation Hold
* Coordinating with vendors for escalated issues and track them till resolution
* Monitoring and correcting undeliverable e-mails, Lotus notes administration
* Manage utilization of exchange servers storage space, Manage quotas, Move mailboxes and Provision of additional storage and encryption
* Administration of Enterprise Vault, Archive policies, backup policies & Spam Blocking
* Create / Modify / Delete user accounts, end User rights management and Mail restore
* Troubleshoot Database issues and debug problems associated with Exchange server and desktop client configurations
* Performing critical changes and performance tuning on messaging servers

**Mobile Device Management**

* 10 Years in supporting Mobile Devices in an Enterprise Environment
* Configure and optimize Airwatch
* Provide primary Tier 2, Tier 3 operational support for escalated incident tickets related to Airwatch support, Citrix Xen mobile
* Support user account and user right management
* MDM Policies and Application provisioning to the new users
* Audit security-related events (e.g., password changes, accesses etc.,)
* Manage mobile device access control policies
* Support integration of Airwatch with any other external technology
* Make changes in the Compliance Rules as required
* Execute routine patching and maintenance of the AirWatch Mobile Device Management Platform
* Provide recommendations for the improvement of Standard Operating Procedures
* Provide systems metrics and proactive monitoring in order to communicate any performance degradation to management
* Measures capacity and performance trends to determine long-term needs
* Hands on experience with AirWatch MDM Solution
* Hands on Experience on Configuration and managing of AirWatch, MDM
* Experience on MDM, MAG, MAM, MIM, MCM, SEG
* Experience in managing and administration on Microsoft Exchange 2007/2010/O365 environments

**VALUELABS TECHNOLOGIES Hyderabad**

*IT Analyst (Clients: Celgene, Benefitfocus) Dec 2012 – May 30 2016*

* Identity and Access Management
* Wintel Administration
* Security Operations
* Service Ticketing
* MS-Exchange administration
* MDM

**JP MORGAN CHASE & Co.,** (Payroll: Magna Infotech) **Hyderabad**

*IT-Helpdesk (IT Operations) Dec 2010 – Feb 2012*

* Identity and Access Management
* Wintel Administration
* Security Operations
* Service Ticketing
* MS-Exchange administration
* MDM

**MEDPLUS (***Projects: Aetna)* **Hyderabad**

*Technical Support (IT-Operations) May 2007 – Nov 2010*

* Identity and Access Management
* Wintel Administration
* Security Operations
* Service Ticketing
* MS-Exchange administration
* MDM

**EDUCATION**

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| --- | --- | --- | --- | --- |
| **COURSE** | **COLLEGE** | **UNIVERSITY** | **YEAR OF PASSING** | **% OF**  **MARKS** |
| Post Graduate Diploma in Computer Applications (P.G.D.C.A) | UICT | DTE | 2005 | 60 |
| Graduate diploma in Science (DSC) | KMC | DME | 2005 | 60 |
| Intermediate Public Examination (IPE) | GJC | BIE | 2003 | 48 |
| Secondary School Certificate (SSC) | SNHS | BSE | 2001 | 84 |

**CERTIFICATIONS:** ITIL v3 Certified (ITIL foundation and IT Service Management)

**VISA:** I Hold a B1/B2 Visa for USA which is valid until 2025

**PASSPORT:** I Hold a Passport valid until 2026

**SKILLS**

* ACTIVE DIRECTORY, AZURE AD,, SAML2.0, FIM
* WAF, Load balancer, Web security, Email Security, Proxy, Symantec DLP, IBM Qradar,

MNM, Websense, OWASP, Logrythm, Checkpoint

* MS-Exchange (2016, 2013, 2010, 2007, 2003, 2000) MS-OCS, Lync 2010 / 2013
* Office 365 Administration, MS-Office, Zimbra, Enterprise Vault, Proofpoint
* Windows OS(2003/2008/2012), Sharepoint, RSAT, WSUS, WINS, TMG, PowerShell, SCCM
* Cisco (Ironport, ACS Servers, WebEx, VPN Connect, IP phone), Netspoke, Boxtone
* MobileIron, Blackberry Enterprise Server Console, AirWatch, Good Mobile, Solo, MS-Intune & Citrix Xen Mobile
* Jabber, Spark, Avaya, Skype for business, Lucent, Polycom, RSA-Suite (v8.1+), RSA Authentication, SecurID Hard & Soft Token, VDI, Odyssey, ThinClient, DevonIT, DR, Citrix Xendesktop 7.11, XenApps 7.11

**TICKETING TOOLS**

* ITSM
* HPSM
* BMC Remedy
* Service Now
* Salesforce
* Peregrine
* JIRA
* Vulcan
* IQ Track
* Focus
* Heat