**CV No 1944660**

**Yamini.K.V**

**ITIL Certified**

 Currently in Dubai on visit visa

Immediately available to join

**CAREER SUMMARY**

IT Support professional with over 7 years’ experience in access management, LDAP Directories, Single Sign-On (SSO), Provisioning and Provisioning/Identity Workflows, Access Management, RBAC (Role-Based Access Control), Compliance and Auditing , Authentication and Authorization technologies, as well as custom-built applications.

Proven technical leadership skills include the ability to manage teams, earn the respect of its members, lead by example, and thrive in an entrepreneurial environment. Transitioned multiple support processes assuming role as the SPOC, Team lead and by training the team.

A proven ability to multi-task, maintain an organized approach, and ensure success - even when faced with high-pressure or high-risk situations.

**EDUCATIONAL BACKGROUND**

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| **Course** | **Institute** | **Board/University** | **Year** | **Percentage** |
| B.Tech (Information Technology) | St. Peter’s engg college | Anna University | 2004-08 |  80%  |
| H S C | Hussain Memorial Mat .Hr. Sec. School  | State Board | 2003-04 |  89% |
| S S L C | Hussain Memorial Mat .Hr. Sec School  | Matriculation | 2001-02 |  74% |

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**WORK HISTORY:**

**AREA OF INTEREST:**

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|  **DURATION** | **ORGANIZATION** | **DESIGNATION** |
| Mar 2015 – Oct 2016 | - | Senior Support Analyst |
| Dec 2012 – Mar 2015 | Infrasoft Technologies | Senior Associate Consultant |
| Oct 2011 – Dec 2012 | Wipro Technologies | Senior software engineer |
| Oct 2010 – Aug 2011 | Verizon Data Services Pvt. Ltd | Software Engineer |
| Oct 2008 – Oct 2010 | AVIVA Global Services(Taken over by WNS Global Services)  | Technical Analyst |

**Infrasoft Technologies & BNP Paribas**

 TITLE : Senior Associate Consultant

 CLIENT NAME : BNP Paribas

 TOOLS USED : SharePoint 2007, SQL, SSO, ServiceNow

* As a Sr Support Analyst, responsible for user access administration of financial applications as per established procedures.
* Responsible for System access management, Access Reconciliation, Audit preparations and requirements, Artemis/System design, Implementation and Improvement, External client setups.
* Unique User ID Creation, Amendment and Deletion on financial applications defined for BNP.
* Responsible for updating and resolving request tickets within SLA and ensuring timely settlement of assigned user requests and issues.
* Monitored various Queues and escalated tickets to ensure client access issues are handled as expeditiously as possible
* Familiar with role based access provisioning and able to assist applications team identify appropriate roles for the new hire
* Have managed the Service Level Agreement for the process by regular follow ups with the Clients /Downstream Teams as well
* Have interacted with clients on regular basis to discuss the process improvements. And was involved in design and implement Artemis forms.
* Provide monthly feedback on individual progress in performance metrics for improvement of overall team.
* Able to deliver through life management of Privileged and Special access account. These accounts cover a broad spectrum of the client users and have been alert to the implications of assigning Privileged and Special access to some elements of the user base.
* Function as a subject matter expert during all audits to analyze security issues and also assist in developing the appropriate remediation plan(s).
* Work closely with Risk & Control, Internal Audit and Business teams to ensure the Application user access is sufficiently defined, aligned to business requirements and IT Security and Audit compliant
* Assist in the monitoring and implementation of UAM practices and quality improvement across BNP. This includes controls and process improvements, analysis and management reporting.
* Provided technical support on activities such as creating sites, user training and created workflows based on the customer requirement in MS SharePoint 2007.
* Extensively worked in SharePoint Excel Services for displaying various data on Dashboard.
* Technical proficiency in Basic Unix, Windows NT/2000/XP operating Systems, Mainframe z/os; Sailpoint, Assyst, SSO, Remedy Tool, Active directory, Lotus Notes and have knowledge of RSA and Service now .
* Creating Access Control Administration documentation for new applications ensures existing documentation of application user account setups are maintained and updated.
* Was part of critical process transition from Onsite location (Sydney)

**Wipro Technologies:**

 TITLE : Senior Software Engineer

 CLIENT NAME : Royal Bank of Scotland.

 TOOLS USED : Remedy, SLX tool, citrix

Responsible for providing access management support for RBS employees across the globe.

* As a Analyst worked on the service requests – Creation, Modification & Deletion of user id’s
* Managed allocation of resources within the team, provided guidance support and performance management to team members as an acting TL.
* Assigned work to team members to ensure timely and effective response to user needs.
* Monitored various Queues and escalated tickets to ensure client's problems are handled as expeditiously as possible.
* Provided management reports on Access Management operations.
* Mentoring junior members in the team
* Coordinating with other teams working on the same project
* Interacting with the client to understand the project and finalize its scope

**Verizon Data Services Pvt. Ltd**

Coordinated the infrastructural changes for the production servers with time constraints.

* As a deployment coordinator worked on infrastructural changes for production releases.
* Changes proposed are reviewed by the Release manager and scheduled based on the maintenance time of the server
* Coordinating with the support teams and completing the change before the proposed end time.
* Documenting the issues and the time taken for a task to be performed.
* Paging the support teams in time of need and getting the issues sorted.
* Handling projects for decommission of servers which are no longer used.

**Aviva Global Services (WNS**)

 TITLE : IT Access – Technical Analyst

 CLIENT NAME : AVIVA – NUCS IT Security Access, UK.

 TOOLS USED : MOSAR, Axios Assyst, Citrix

Providing live production support for Aviva Employees across the globe. Responsible for creating RACF ID, TSO User creation, Group and alias creation within the business agreed SLA. Tailoring logon procedures and limiting the system resource access as per the requirement and company policy. Also providing access to different Cics regions and DB2 Tables. Granting and revoking access to various DB2 tables.

* As a Technical Analyst worked on the Requests of IT Security Access.
* Unique RACF ID Creation, Amendment and Deletion on Mainframe and VIA (Win2003 Active Directory).
* Providing access levels and Monetary limits to various Mainframes-based- applications for the users working in various Business Areas of Aviva, depending on their Job profile and requirements.
* Involves setting up new users in VIA server (Win 2003 server), adding the corresponding drives/groups in Active Directories (AD) for their access to various folders.
* Moving users across various organizational Units on Active directory.
* Connecting end user CICS and various applications to RACF ID’s based on the Application/access required
* Have managed the Service Level Agreement for the process by regular follow ups with the Clients /Downstream Teams as well.
* Change Management (CM), any changes, adding and modify and request in IT infrastructure Hardware, Software for up graduation memory, software updates etc are handled for the business needs and approved change advisory board (CAB) for the request for change.
* Problem Management(PM), repeated incidents are logged, perform root cause analysis, long standing problems provide permanent Solutions and closure, maintain incident control, problem control , change control ,error control, referred to request for change(RFC)and management information.
* Identify, Resolution, Closure and maintain incident management

**Experience:**

* Have in-depth knowledge of ITIL concepts and framework
* Have experience in Incident management, Problem management, Access management, Change management and Release management.
* Have trained colleagues on many occasions with regards to the new processes and technologies

**Technical Summary:**

* + Operating Systems : Z/OS, OS/390, Windows
	+ Tools/Utilities : IBM Utilities, Axios Assyst, Remedy Tool, Sailpoint, ServiceNOW (ITSM), Lotus notes, SSO
	+ Special Software : TSO/ISPF

**PERSONAL INFORMATION**

**Father’s Name** : K. Venkatachalam

**Date of Birth** : 15th of May, 1987

**Marital status** : Married

**Nationality**  : Indian

**Languages Known** : English, Tamil, Telugu (Mother Tongue)

**DECLARATION**

 I hereby declare that the above-furnished details are true to the best of my knowledge and I bear the responsibility for the correctness of the above-furnished particulars.

 **Date:**

 **Place: YAMINI. K .V**

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| **Yamini.K.V – CV No 1944660**Whatsapp +971504753686To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on email: cvcontacts@gulfjobseekers.comWe will contact the candidate first to ensure their availability for your job and send you the quotation for our HR Consulting Fees.  |