

Sujata Kunder

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Security Operations | Incident Management | Quality Analyst | IT Support

Identity and Access Management Analyst with over 8 years of experience in User Access Management, User Access Controls, Reconciliation and Recertification, and Quality Analysis. Dedicated to providing reliable, trustworthy and resourceful service to manage requests within service level agreements in a fast-paced environment. Skilled in provisioning, de-provisioning, Sailpoint IQ/MyIAM and documenting standard operating procedures. A process-driven individual with a focus on achieving results, excellent customer care and communication skills.

WORK EXPERIENCE

Identity and Access Management Analyst BNP PARIBAS -Montreal, Canada

September/2022-March/2023

- Enforced daily, weekly, and monthly IAM controls.
- Investigated and validated segregation of duties violations (FRC).
- Managed internal and external audits and ensured timely remediation of gaps and recommendations.
- Conducted access re-certification, reconciliations, system profile validation, and other IAM-related reviews. On-boarded entitlements to Sailpoint. Worked on role based access control (RBAC).
- Knowledgeable in SQL database.

IT Administrator

July/2019 - June/2022

BNP PARIBAS India Solutions Private Ltd -Mumbai, India

- Effectively managed incoming requests from Sailpoint IQ conducting 1st level checks of segregation of duties. Example: Create, modify, delete, enable or disable user accounts.
- Provided end-users with prompt provisioning support via service now requests, emails, and phone.
- Worked on multi-factor authentication, single sign-on, Active directory, CyberArk, troubleshooting, and password reset for applications, including critical applications. Maintained application inventory with updated information. Worked with Excel and the Business Objects reporting tool.
- Validated and documented standard operating procedures.
- Maintained the service level agreement for business as usual.
- Contributed to a global reconciliation and recertification team, ensuring efficient, time-sensitive, and quality-conscious reconciliation of applications. Planned, documented, and executed bi-annual and ad-hoc recertification processes to meet overall timelines.

IT Analyst

May/2016 - July/2019

Cognizant Technology Solutions India Private Ltd -Mumbai, India

- Managed user access by provisioning and de-provisioning access to various applications. Provided support for North America Region(NAR) and Lisbon domain users and applications.
- Provided the UAC team with necessary information to carry out their control function. Process request plans based on action plans were sent to UAC.
- Provided audit trail of user accounts upon request. Experienced in Microsoft365.

- Identified process gaps in provisioning processes and appropriate actions were taken.
- Supported fraud-sensitive, high volume and business-critical applications.

Notable achievements:

- Received appreciation emails from clients, stakeholders, managers and colleagues.
- Experienced in working with near and offshore teams. Collaborated with teams to quickly resolve user's issues with appropriate action.
- Provided complete process and applications training to new employees in a team. Was part of cross training with colleagues and performed information sharing sessions.

Quality Analyst

Amrita Vishwa Vidyapeetham – Kerala, India

July/2013 - June/2015

- Used strong communication skills to collaborate with team members to ensure efficient service.
- Assisted the Director of Amrita Multi Model Application using Computer Human Interaction Labs
- Quality analyst for vocational education with haptic technology.
- Collaboration with the Senior project associates, maintained office forms, procedures for administrative tasks and assisted with preparing meetings and other events.
- Processed orders, determined charges, and oversaw billing and payments.

EDUCATION

Master of Computer Applications (M.C.A.)

May 2013

Amrita School of Engineering- Amrita University, India

Bachelor of Commerce (B. Com)

April 2010

Mithibai Motiram Kundnani College of Economics & Commerce- Mumbai University, India

VOLUNTEER EXPERIENCE

Mata Amritanandamayi Math- Kerala, India

2010- 2021

- Volunteer Amala Bharatam Campaign- clean up drive in different parts of India.
- Active member of AYUDH, an international youth wing of Embracing the World, a global network of charitable activities created by Amma volunteer youth mentor to empower and support children.

Cognizant Outreach- Mumbai, India

2016-2021

- Volunteer Wheelchair Basketball sessions.

Certifications/Personal Accomplishments

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- Canadian Centre for Occupational Health and Safety -September 2022
 - Microsoft Certified - Azure Fundamentals (AZ-900) -December 2021.
 - ISO27001 Certified – October 2023
 - Pursuing ITIL 4
 - Certified Yoga Teacher from The Yoga Institute, Mumbai.
 - Completed Intermediate Level (A1&A2) in French language from Alliance Francaise.
 - Athletic Championship winner (2009-2011), core football player for MMK College and Bandra Packers, with representation in district-level school basketball tournaments.