Majid Ahmed

Identity and Access Management Analyst

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About Me

Results-oriented Identity and Access Management (IAM) professional dedicated to streamlining user access processes and strengthening security postures. Proficient in user provisioning, de-provisioning, password management, and troubleshooting access-related incidents. Adept at ensuring adherence to organizational security policies and maintaining a secure IT ecosystems.

Technical Skills

IT Support Skills: Windows 10/11, Office 365 Applications, SharePoint, Share Drives, Bit locker, Active Directory, VPN, Azure, Identity and Access Management, Identity Lifecycle Management (Provisioning, Deprovisioning), Role-Based Access Control (RBAC), Directory Services: Active Directory (AD), LDAP, Microsoft Entra ID (Azure AD), Access review and audit processes.
IDE/VCS/Build Tools: Microsoft Power BI, Microsoft Excel.
Other Skills & Tools: SQL, WordPress, Domain Hosting.

Experience

Total 4.3 Yrs Exp

Senior Consultant(Identity and Access Management)   Dec 2023 - Present
Emudhra   *Bengaluru, India*

- As an IDM Analyst, provided support for FAB Business Users, resolving or escalating access and account management issues across multiple platforms.
- Responsible for user provisioning, de-provisioning, password resets, and user ID unlocks for IT applications and resources.
- Conducted troubleshooting, root cause analysis, and recommended improvements to IAM processes, minimizing downtime and enhancing system security.
- Collaborated with IT and Security teams to integrate security measures into access provisioning. Managed priorities efficiently and communicated results clearly to stakeholders.
- Ensured compliance with access provisioning requirements, eliminated dormant accounts, and identified opportunities for automation to improve productivity.
- Additionally, generated MIS reports on user access management for senior management and supported the recertification process with application access review reports for line managers and HODs.

Senior Technical Process Executive   Feb 2022 - Dec 2023
Infosys BPM ltd   *Bengaluru, India*

- Experienced IT Helpdesk Support Specialist with a strong background in providing L1 technical support to global Intel employees. Proficient in troubleshooting and resolving issues related to Windows OS, hardware (HP, Dell, Lenovo), Office 365 applications, SAP, Workday, Active Directory, Azure, MFA, and VPN connectivity. Expertise in remote desktop support, including Azure Virtual Desktop, and resolving application-related issues via voice, email, and chat support.
- Skilled in incident management, using tools like ServiceNow to monitor, document, and escalate issues while maintaining SLAs. Extensive experience in network and internet troubleshooting, including TCP/IP, VPN (Cisco AnyConnect Global Protect), and browser-related problems. Proven track record in supporting process improvements, conducting quality analysis, and providing team support as a Subject Matter Expert (SME) and Quality Analyst.
- Led efforts in improving customer service metrics, reducing call handling time by 15%, and achieving 100% customer satisfaction through feedback surveys. Successfully contributed to projects like chat bot testing, weekly client presentations, and regular reporting to improve service quality. Adept at working collaboratively with cross-functional teams and clients to resolve issues efficiently and enhance service delivery.

Wordpress Designer and Developer   Aug 2020 - Aug 2021
Devlops.io   *Hyderabad, India*

- Design, implement and manage websites using WordPress.

- Collaborate with members of a creative team.
- Manage front-end and back-end website development.

Wordpress Designer and Developer (INTERN) Jun 2020 - Jul 2020
Devlops.io *Hyderabad, India*

EDUCATION

B.E. Computer Science Bengaluru, India
Nitte Meenakshi Institute of Technology *2016 – 2021*

CERTIFICATIONS

Certificate course in Google Data Analytics
Coursera *Present*

WordPress Development Training
Devlops.io *2020*

Android Development Training Boot Camp
Nitte Meenakshi Institue of Technology *2019*

PROJECTS

Music Genre Recognition using Deep learning | *Python, CNN, Deep Learning, Machine Learning* 2021
- Music genre recognition system is a very interesting area of research within the broad scope of music information retrieval. During this work we propose a unique approach for musical genre recognition using an ensemble of convolutional long short term memory based neural networks (CNN LSTM) and a many other models. The neural network models are trained on a various set of spectral and rhythmic features whereas the transfer learning model are trained on the task of music tagging.
- We compare our system with variety of recently published works and show that our model out performs them and achieves new state of the art results.

Driver Drowsiness Detection System | *python* 2021
- Driver drowsiness detection is a car safety technology which helps prevent accidents caused by the driver getting drowsy. Various studies have suggested that around 20% of all road accidents are fatigue-related, up to 50% on certain roads.
- Drowsy driving is the dangerous combination of driving and sleepiness or fatigue. Driver exhaustion is a significant variable in an expansive number of vehicle accidents. The frequency of road accidents in India is among the highest in the world.