

X. Ashley Frank
Accenture Solution | Infra Managed Service Specialist | Bangalore, India

BASIC INFORMATION

Experience in: IT Industry
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CAREER CONTOUR

I am unwavering, meticulous, and highly competent in the **IT Industry** I have a consistent record of transporting the best results-driven work with a proven ability to implement my work in an organized manner for **16+ years** of my successful career.

My expertise:- **IT Industry – User Access Management, IAM Solutions, ITIL Practices, Security Compliance, Access Management, Process Optimization, Automation Tools, Incident Management, User Provisioning, Identity Management, Incident Resolution, Compliance Audits, Service Transition, Access Control.** I have in-depth knowledge of all management ethics. I possess effective communication skills and am a team player with strong organizational, Logistical, and problem-solving abilities.

I have great exposure to working with large-scale organizations like **Accenture Solution, DXC Technologies** I have well-versed skills in analysis, problem-solving, and coordination, which make me so successful and dedicated. Strong influencing and negotiation skills coupled with a proven ability to think in and out of the box, generating new solutions.

I have commenced my profession as an **Executive** and raised myself as an **Infra Managed Service Specialist** at a reputed company. I would like to see myself growing with the passing years of hard work and dedication. I have been awarded many accolades for my result-oriented hard work.

Armed with a multitude of competencies and work experiences, I am confident to carry forward any organization's vision & objectives with sufficient ease and dedication to my job responsibility.

EXPERIENCE

Sep'2022 – Till Date | Accenture Solution | As Infra Managed Service Specialist

Responsibility:-

- Handling and resolving major incidents, service requests, problems, and change requests with adherence to SLAs.
- Conducting monthly client meetings to review service performance, address issues, and align with client expectations.
- Managing the transition of new services and projects, ensuring operational readiness and smooth integration into existing systems.
- Generating daily and weekly reports on service requests handled, providing detailed insights to higher management.
- Collaborating with internal teams and clients to improve service delivery and implement process improvements.
- Ensuring compliance with security protocols and company policies, especially related to SOX and GCC controls.
- Leading initiatives to optimize user access management and automate identity solutions to enhance security and efficiency.
- Monitoring and managing Active Directory and RSA administration to ensure seamless access provisioning and de-provisioning.

- Performing root cause analysis for recurring issues, developing and implementing corrective measures to prevent future occurrences.
- Coordinating with security teams to enforce stringent access control policies and ensure compliance with regulatory standards.
- Assisting in internal and external audits related to access management and security compliance, ensuring successful audit outcomes.
- Implementing service improvement plans based on client feedback and incident trends, resulting in enhanced service delivery.
- Tracking and analyzing key performance indicators (KPIs) for service requests and incidents, driving operational improvements.
- Supporting change management processes by evaluating potential impacts on infrastructure and ensuring successful deployment.

PREVIOUS EXPERIENCE

- *Dec'2015 – Sep'2022 | DXC Technologies | As Security Professional Compliance I*
- *Jan'2011 – Nov'2015 | Dell Services | As Security System Senior Analyst*
- *Oct'2007 – Jan'2011 | AXA Technologies | As System Analyst*

ACHIEVEMENTS

- Achieved 100% compliance in SOX and GCC audits for multiple consecutive years, ensuring top-tier security and regulatory adherence.
- Reduced incident resolution time by 25% through process optimization and proactive monitoring.
- Led the seamless transition of a major client project with zero downtime, earning 100% quality scores.
- Implemented automated identity solutions, improving security and reducing manual efforts by 30%.
- Awarded "Best Performer of the Year" for exceptional incident resolution and service delivery performance.
- Started my career as an Executive and rose as an Infra Managed Service Specialist.

ACADEMIC FORTE

- Masters in Computer Application from Thiruvalluvar University in 2007.
- B.Sc. in Computer Science from Madras University in 2003.

Training & Certifications:

- Identity and Access Management (IAM) Training: Advanced training in managing user identities, permissions, and access rights, enhancing security and automation.
- ITIL Foundation V3 Certified: Best practices in IT service management.
- Completed SOX and GCC compliance training.
- Trained in RSA and Active Directory Administration.
- Skilled in automating identity management solutions.
- Attended workshops on IT infrastructure optimization.

TECHNICAL PROFICIENCY

Well versed with

- Ms office
- Windows
- Internet application

Advice for Contacting:

I'm always open to conversation, networking with like-minded professionals, or discussing future prospects. Connect with me on Linked In or contact me at Ashley25in@yahoo.co.in