

BHUKYA DINESH

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IDENTITY ACCESS MANAGEMENT

Overall 5+ years of IT expertise, including 3 years in IAM, and specialize in PingIdentity, PingFederate, and Active Directory technologies. Hands on onboarding applications, establishing Single Sign-On (SSO), and configuring Identity Provider (IdP) and Service Provider (SP) profiles. Experienced in debugging SSO, LDAP, and user management difficulties, as well as integrating IdP- and SP-initiated applications. I thrive at performance optimization, issue management, and problem solving, and I can handle various duties in fast-paced, worldwide settings.

KEY COMPETENCIES

Identity Management
Authentication methods
P14C

IAM Tools
Ping federate
Service Now

SSO
Ping Identity Tools
Multi-Factor Authentication

PROFESSIONAL EXPERIENCE

CAPGEMINI TECHNOLOGY SERVICES

Jun 2023 - June 2024

Senior Consultant

Responsibilities:

Extensive experience working with various enterprise tools and technologies, particularly in identity and access management (IAM) systems, including Ping Identity products like PingOne, PingFederate, and PingAccess, as well as Jira, ServiceNow, and LDAP/Active Directory management. Your background in troubleshooting and configuring authentication protocols like SAML, OAuth, and OIDC, as well as implementing multi-factor authentication (MFA), is quite comprehensive.

Handled a variety of tasks such as:

- **Customer Support and Troubleshooting:** Resolving issues related to single sign-on (SSO), MFA, and paired devices, ensuring that customers can access their applications securely.
- **Platform Configuration:** Managing application onboarding, integrating third-party applications with PingFederate for identity federation, and creating custom schemas in LDAP/Active Directory.
- **Ticketing and Incident Management:** Using Jira for tracking tasks, managing priorities, and addressing critical issues, and leveraging ServiceNow for change management and incident resolution.
- **Access Control and Directory Management:** Handling user roles and permissions, managing groups and user entries, and ensuring that directory services (LDAP/AD) are properly configured and maintained.

FAST FORWARD SYSTEMS PVT.LTD

Jan 2022 - Jan 2023

Consultant

Responsibilities:

Strong focus on application onboarding, Single Sign-On (SSO) implementation, and service management.

Key tasks include:

- **Application Onboarding:** Configuring and integrating 20+ applications using various sign-in protocols (SAML, OAuth, OIDC), handling both IDP and SP-initiated processes for internal and external users.
- **Service and Change Management:** Managing service operations, preparing Standard Operating Procedures (SOPs), and handling change management.
- **Certificate Management:** Creating SSL and signing certificate requests for various environments, and working with SAML request/response signing and encryption certificates.
- **User and Directory Management:** Creating and managing groups, roles, and user entries in the directory server, including user additions, deletions, and password resets per policy.
- **Quality Assurance:** Ensuring data accuracy and validating results.

Overall, your work involves end-to-end application configuration, managing user access, and ensuring smooth service operation while maintaining strong documentation and process standards.

WIPRO
Senior Associate

Sep 2020 - Dec 2021

Responsibilities:

Focused on troubleshooting, configuring, and managing Single Sign-On (SSO) processes while ensuring smooth operations and adherence to policies. Key tasks include:

- **Troubleshooting and Issue Resolution:** Addressing and resolving issues related to applications, SSO, and authentication protocols based on ticket priorities.
- **SSO Implementation:** Implementing IDP and SP-initiated SSO processes for both internal and external users, and modifying applications as needed.
- **Service and Change Management:** Handling service management responsibilities, preparing Standard Operating Procedures (SOPs) for new configurations, and managing changes in environments like PingFederate.
- **Certificate Management:** Working on SAML request/response signing certificates, encryption certificate renewals, and creating requests for PingFederate environments.
- **User Access Management:** Applying password policies to users, groups, and roles, and adding required attributes to object classes as per client specifications.
- **System Configuration:** Configuring system and domain objects to meet client requirements and ensuring proper integration with the identity and access management systems.

GLOBALTEK PRO SOLUTIONS PVT.LTD

June 2018 - Sep 2020

Analyst

Responsibilities:

- Experience as Analyst support and expertise preparing in Dashboards, quality Framework, and all Sheet Works.
- Analyse, validate, and prioritise the business requirements.
- Used to check network security issues to peers and management.
- Very well experienced in leading the team towards Project deliverables at stringent timelines.
- Good communication, analytical, presentation and interpersonal skills. Experienced in creating user guide documents and updating them for every project.
- Flexible and versatile to adapt to any new environment and work on any project.

EDUCATION

Geethanjali College of Engg and Tech, JNTUH

B.Tech

SKILLS

- PingFederate
- SSO
- Ping Identity
- SAML
- OAUTH
- OIDC
- Multi Factor Authentication (MFA)
- JIRA
- Service Now
- P14C
- Bulk Load
- View User Profile
- LDAP

LANGUAGES

- English
- Hindi
- Telugu