Rahul Sharma

(India)

OBEJECTIVE

To work in an organization where I can use my skills to achieve the organization's ISMS objective and get conductive environment to learn and grow.

CONSPECTUS

- ➲ 4+ years of experience in providing high quality deliverables in data protection technology, programs planning, policies and procedures development, data classification, data privacy, risk assessments, and implementation of programs and solutions for telecom clients
- ➲ Certified professional in security frameworks and standards (specifically – ISO 27001 Lead Auditor, ITIL V3F, Websense DLP)
- ➲ knowledge of key risk areas such as compliance and regulatory risk, SOX, Payment Card Industry Data Security Standard (PCI DSS) etc
- ➲ Current role includes responsible of maintaining operations, technical tasks and client relationships

TECHNICAL SKILLS

Applications & Tools	: MetricStream, Websense Data security suite, Symantec Vontu
Microsoft Applications	: MS Office, MS Excel, Power point, MS Projects, Visio
Operating System	: Windows
E-mail Clients	: Outlook, Email plus, IBM Lotus notes

ACADEMIA

- ➲ **Bachelor's Degree** in Electronics and Communication from Rajasthan Technical University
- ➲ **Senior Secondary** from Raj. Board   with PCM as major subjects (PCM)
- ➲ **Secondary** from Raj. Board

ACHIEVEMENTS

- ➲ **Won 5 Star award** from **Aujas Networks** for best performance
- ➲ Appreciation from Motorola Solutions for DR (Disaster Recovery) Management
- ➲ **First prize** in Inter College Electronic Model Making Competition **in Srijan'2010**
- ➲ Appeared in SSB at 4 AFSB (Air Force Selection Board) Varanasi
- ➲ Represented school in district level table tennis championship

CERTIFICATION

- ➲ **ISO 27001: 2013 Lead auditor** – BSI, License #ENR - 00124350.
- ➲ **ITIL V3F** – IT Service Management Version 3 Foundation certificate
- ➲ Websense **DSS v7.7 101**, Websense email security **(ESGA) v7.7 101** and **WSGA v7.7 Certified**
- ➲ **Business Skill Development Program [43/BSBD/2009-10]** Organized By M.S.M.E. Govt. of India

PARTICIPATION

- **Airtel Delhi Half Marathon(21.097), Bengaluru Half Marathon (21.097),** Runner
- Completed **Post Paid Churn Customers Analysis** for **Idea Cellular**
- Participated in IBM's The Great Mind Challenge (TGMC) competition 2008

Membership

- Member of ISACA **(Information Systems Audit and Control Association)**

EXPERIENCE SUMMARY

- **Ocwen Financial Corporation (March 2015 - Present) – Senior Analyst**
  - Ensure governance to the Organization's Information Security Policy and Standards across all Business units and support functions based on ISO27001 and other mandatory checks
  - Ensure compliance to the GLBA, SOX, PCI DSS V3 and other regulatory requirements and adherence to the organizational information security policies and procedures
  - Manage external audits by coordinating with the Third parties, regulators and external auditors
  - Managing Information Security projects Requirements gathering, co-ordination Creation and maintenance of Project Plan Project documentation & Effective knowledge transfer
  - Report daily, weekly and monthly as per project requirements
  - Induction session for the new joiners in the Organization.

- **AUJAS NETWORKS (Feb 2013 to March 2015) – Associate Consultant**
  - Working on ISO 27001 risk assessment framework using ISO 31000 risk management methodology
  - Experience on various IT service management standards such ITIL and IS management standards like NIST, ISO 27001, ISO31000, and ISO22301. Also have Knowledge of PCI DSS V3
  - Current assignments includes designing of DFA (Data Flow Analysis) questionnaires, identification of gaps; establishing road-map for future security needs of organization
  - Suggesting risk treatment plans implementation of process based on ITIL framework and suggesting continual service improvement plan to mitigate existing vulnerabilities as well as to align security with the current and future business needs
  - Providing comprehensive evaluation of applications, process security and network infrastructure
  - DLP (Data Loss Presentation) engagements- involved in interviewing stakeholders for business process understanding; conducting document classification; assisting in implementation of DLP and related solutions developing DLP policies; creation of SOPs and security incident management process creation, technical coordination, issue identification, documentation and reporting of issues related to OEM
  - End user training and awareness content creation

- **CSC INDIA LTD on PC Solutions payroll (March, 2012 to Feb 2013) – Incident management Analyst**

  - Provide oversight and Service Restoration activities for the Global enterprise (Motorola Solutions) in support of maximum system availability to the business and external customers
  - Coordinates and leading service restoration process, assisting the Major Escalation Management team to write, validate and distribute any required communication that sent to executive leadership, IT management, customers and lines of business as well as communications
  - Interface with Internal and external clients as well as vendors on an as needed basis to discuss problem assessment and to facilitate the coordination of client and CSC resources to resolve the problem and minimize the impact

- Responsible for quick and efficient resolution of the critical and high priority tickets as per defined SLA's
- Prepares activity and progress reports as it relates to incident assessment, incident determination and incident resolution for system availability and system integrity
- Monitors the effectiveness of the Incident Management process and makes recommendations for on-going improvements
- Facilitates Incident Management Technical Bridges while driving the incident to resolution
- Creates and maintains metrics, trending, and reporting for client effectiveness and efficiency

➲ **HCL TECHNOLOGIES B.SERV (Jan 2011 – Jul 2011) – Technical Support Office**
- Level 2 support for resolution of technical issues of British Telecom customers
- Responsible for technical resolution of incidents in the IPTV & internet connection for SOHO customers, duties includes
  - Resolution of QoS, no service and intermittent connectivity issues
  - Problem solving and providing detailed information on product
  - Strict Adherence to SLA's
- Support to the Level - 1 team, prepare weekly analysis reports for the team leader and management
- Coach the team members

HOBBIES

I like Playing Guitar, Playing Table Tennis, Driving, Listening Music and Traveling

PERSONAL DOSSIER
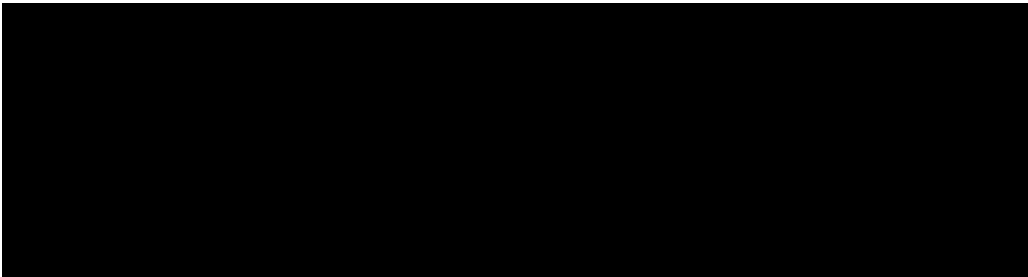
DECLARATION

I hereby declare that all the information furnished above is true to the best of my knowledge and belief

DATE: RAHUL SHARMA

PLACE: Gurgaon - NCR