

HARSHAL MORE

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PROFESSIONAL SUMMARY

Results-driven IT Engineer with nearly 5 years of experience in identity and access management (IAM), cloud security and automation. Expertise in designing and managing Okta IAM frameworks, optimizing IT infrastructure, and automating identity lifecycle processes, while ensuring the timely delivery of security solutions across global infrastructures. Skilled in troubleshooting enterprise systems, implementing security protocols and enhancing operational efficiency using scripting and cloud-based solutions.

WORK EXPERIENCE

IT Engineer | Cisco Systems, Inc. | USA | July 2022 – April 2024

- Designed and maintained Okta IAM systems, ensuring secure access for 1000+ users across global IT infrastructure.
- Automated user onboarding, offboarding, provisioning and deprovisioning using Okta Workflows, SCIM, API integrations and Okta Orchestration reducing manual effort by 60%.
- Implemented Single sign-on (SSO) solutions, enhancing authentication efficiency across 70+ enterprise applications.
- Optimized multi-factor authentication (MFA) policies, strengthening security posture and cutting unauthorized access attempts by 30%.
- Integrated Okta with SaaS applications and cloud platforms for centralized authentication, authorization and security management, reducing access provisioning time by 50% and improving user satisfaction.
- Provided technical support and troubleshooting assistance to resolve issues related to Okta, authentication failures and access management challenges.
- Led software license management and vendor negotiation, securing cost savings, optimal pricing and preventing compliance risks
- Developed and documented IAM best practices, training IT staff and end-users on secure authentication processes.

Systems Engineer | Radiant Logic | USA | Dec 2019 – July 2022

- Installed, configured and optimized LDAP based Virtual Directory Servers (VDS), improving identity management efficiency for enterprise clients.
- Led seamless Federated Identity and Directory Services (FID) migrations, ensuring minimal downtime and maximizing new feature adoption.
- Provided 24x7 technical support, ensuring SLA compliance and reducing ticket resolution time by 35% through proactive troubleshooting and root cause analysis.
- Enhanced security by implementing role-based access control (RBAC), encryption protocols and authentication mechanisms, ensuring regulatory compliance.
- Collaborated with development teams to test product functionality, creating bug reports and performance improvements.

Systems Engineer | Larsen and Toubro Infotech (LTI) | India | Dec 2014 – July 2017

- Configured and customized ServiceNow modules (Incident, Change Management), improving workflow efficiency for enterprise clients.
- Supported team in the implementation of ServiceNow solutions for clients, including configuration, customization, workflows, script includes and testing activities.
- Created and optimized knowledge articles, reducing ticket resolution times by 20%.
- Provided ServiceNow platform training to new team members, accelerating onboarding and adoption.
- Worked on IT projects for enterprise clients, including Disney, Lafarge and CIRCOR.

CERTIFICATIONS & AWARDS

- Cloud Computing Certification | Open Cloud Institute (OCI) | UTSA
- Appreciation Certificate | Recognition for contributions | Walt Disney, Larson & Toubro InfoTech

EDUCATION

Masters in Computer Science | May 2017 – May 2019

The University of Texas at San Antonio (UTSA), USA | GPA 3.61

Bachelors in Computer Engineering | May 2010 - Nov 2014

Mumbai University, INDIA | GPA 3.62

TOOLS AND PLATFORMS

- **Cloud & Virtualization:** VMware, AWS, Splunk, Terraform
- **IAM & Security:** Okta IAM, SSO, MFA, RBAC, SCIM, SAML, OAuth, AWS IAM
- **Operating Systems:** Windows, Linux (RedHat, CentOS, Kali), Windows Server, MacOS
- **Databases:** SQL Server, Oracle, MySQL
- **Programming & Scripting:** Python, SQL, XML, Batch file, Shell Scripting (PowerShell CLI)
- **Administration:** Google Workspace (G-suite), Atlassian Suite (Confluence & Jira), Slack, Studio3T, JetBrains, Duo security, Github
- **Networking & Infrastructure:** Active Directory, DNS, DHCP, TCP/IP, IT Asset Management
- **Tools & Platforms:** ServiceNow, Salesforce, Zoho CRM, OpenStack, Blackboard, Zendesk, Freshservice
- **Web Technologies:** REST Clients (Postman, Boomerang), Google Maps API, Jetty, Glassfish
- **Concepts:** Identity Management, Web Access Control, Provisioning, Federation, SCIM, OAuth, SSL, OSI Model, Performance Optimization, Version Control Git (clone, commit, push)
- **Plugins:** SAML tracer, Rockstar

KEY STRENGTHS

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| • IAM & Cloud Security Optimization | • Strategic Planning & Risk Assessment |
| • Identity Lifecycle Automation & Efficiency Improvements | • IT Infrastructure & Process Automation |
| • Troubleshooting & Performance Optimization | • Collaboration & Cross-Functional Coordination |