# Thomas Cipriano

# Senior Systems Analyst-Engineer-Administrator

***Workday Sailpoint/Okta/AD Azure/Servicenow/ Identity Access Management (IAM)/ Cyber Security/ Human Resources-HRIS-Onboarding / Business Access Management***

Dynamic, entrepreneurial Systems Analyst/Administrator with a 15+ year record of achievement and demonstrated success working for numerous Fortune 500 companies. Ability to quickly produce results in Various organizations using all types of software applications. Help reduce Onboarding costs and streamline current IT processes. Adept at driving growth of company revenues and improving team performance. Exceptional Mentor Coach & Teacher. Tenacious in solving problems, securing customer loyalty, and forging strong relationships with external business partners.

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***Core competencies include:***

* IdentityNow
* OKTA
* AZURE
* Active Directory
* Cyberark
* Thycotic Secret Server
* Powershell
* LDAP
* ServiceNow/SNOW
* SPLUNK
* Delinea-Secret Server
* System for Cross-Domain Identity Management (SCIM) Onboarding
* Federated (FIM)
* SSO
* REST API
* Oauth
* MFA
* Zero Trust
* SOC2
* Attribute hunting
* ITSM
* PAM
* OKTA MFA (Multi-Factor Authentication)
* Microsoft Forefront Identity Manager (FIM)(MIM)
* Snowflake
* Oracle Identity Manager
* Creating Change Tickets.
* Heavy SNOW navigation & Reports
* Oracle HCMS
* Correlation in Sailpoint
* Aggregations/Imports
* Access Profiles
* Entitlements
* Identity Cube
* Identity Refresh
* Access Certifications
* Environments (Prod, Dev, Test/QA)
* Exchange On Premise/Cloud.
* Lync Server/Skype
* MobilIron
* Active Directory Federation Services
* Elastic Search/Guardrails
* Sailpoint Subscriptions/Reports
* Building Search Queries
* Cloud Computing
* Outlook/Exchange
* Documentum Dell Emc-OpenText
* Business Access Management
* Executing PowerShell Scripts for Group/User & Approver
* SAP Security SUIM /T-Codes
* Roles/Positions
* Creating access for Contractors and Employees.
* SAP HR PA,OM, ISP, EBP, Business One
* HRIS Systems
* CyberArk-Building Safes
* Create Privilege Accounts
* Middleware
* MDS (Meta Directory Service)
* AWS
* NERC FERC CIP Compliance
* Adobe Acrobat/Dreamweaver
* RSA Tokens
* Creating, Administering & Provisioning Access
* Server Administrator
* HP Service Manager/ITSM

**Professional Experience**

#### **Sunbelt Rentals-(Remote)**

January 2023-April 2023

Company is currently involved in a major upgrade from MIM to IdentityNow.   
Testing and setting up environments in DEV,QA, and PRD working along with Sailpoint Consultants and FocalPoint Architects to deliver project roll out. Okta and Azure administration. Provide log details for audits. Powershell and API administration. Postman - Visual Studio API calls. Hunt down collect and research Attributes in AD,Azure,Okta,Workday and Sailpoint IdentityNow. Correlate Source Accounts in IdentityNow. Setup daily Subscriptions and Elastic Searches. Monitor Aggregation logs for discrepancies.  
Update weekly token credentials in the Workday Direct Connector in IdentityNow.

#### **Rockefeller Capital Management-(Remote)**

November 2022-December 2022

Currently working on a Short Term Year End IAM Project. Reviewing, Researching, Documenting, and providing Attestation to Critical Applications in ServiceNow and Microsoft Azure. Obtained Vendor lists to Correlate User/Members against Azure for RockIT Solutions, Wealthscape, RDot, eMoney, Envestnet, Addepar/Palantir, Envestnet Tamarac, Envestnet Retirement Solutions and Rockefeller Portfolio Management in SharePoint. Deep ServiceNow mining/filtering for all Assignment Groups and all TSS Engineers to determine all the manual application Provisioning steps for Visio. Deciphering the numerous manual steps of the New Hire Form in Microsoft Forms for Visio.  
Pulled sample Incident tickets in Avanade ServiceNow Environment of all the Engineers in TSS Assignment Group for Visio. Created ServiceNow Dashboard views. Filtered and Documented Dynamics 365 Lifecycle states (Dynamics, Pending, Contingent and Departing) in ServiceNow. Reported directly to the Controls Assurance Lead-Information Security Department at 45 Rockefeller Plaza.

#### **Brinks-Consultant-(Remote)**

July 2021-Oct 2022

Coppell TX

**The Brink's Company** is an American [private security](https://en.wikipedia.org/wiki/Private_security) and protection company headquartered outside [Richmond, Virginia](https://en.wikipedia.org/wiki/Richmond,_Virginia). Its core business is Brink's Inc.; its sister brand [Brink's Home Security](https://en.wikipedia.org/wiki/Brink%27s_Home_Security) company operates separately and is headquartered in [Dallas, Texas](https://en.wikipedia.org/wiki/Dallas,_Texas). In 2013, its international network served customers in more than 100 countries and employed approximately 134,000 people.[[2]](https://en.wikipedia.org/wiki/Brink%27s#cite_note-brink's-Feb-2012-10-K-2) Operations include approximately 1,100 facilities, and 13,300 vehicles.

We are the global leader in total cash management, route-based secure logistics and payment solutions including cash-in-transit, ATM services, cash management services (including vault outsourcing, money processing and intelligent safe services), and international transportation of valuables.

* Working Service Now Tasks/Incidents/ and Change Tickets for the Building and Creation/Onboarding of Users and Application Access within a large Financial Enterprise
* Acquisitions PAI, Balance Innovations, Dunbar, G4s
* Okta Administration Internal/External worked with a Team to add New Apps to Okta API.
* Correlate Delimited Flat Files to synchronize data in sailpoint environments. Tweak Attributes in CSV files and import data back into Sailpoint then Aggregate the Source and Entitlements collect the data and import the attributes back into the environments so Sailpoint can see and manage the Identity Cube.
* The Identity Refresh Task finalizes the linking of the discovered relationships and information to each identity from every aggregation and correlation task that has occurred prior to the refresh. As each Aggregation task on-boards new bits of data, new bit of information are being gathered about the Identity Cube.
* Creating Roles and reviewing and modifying criteria that triggers action.
* Assigning a Access Profile to either a Role or Lifecycle State.
* Compare Data in Workday-Sailpoint-AD/Azure, Okta and ServiceNow.
* Worked on the Team to Merge Domains into Okta upon company acquisitions.
* Created Numerous Documents and Cook Books/Procedures.
* Run Imports of Users/Applications and process numerous workarounds.
* SailPoint Administration keeping the system Stable and reporting any changes to Sailpoint.
* Create Search Strings and subscriptions to deliver data. Review Logs. Update Server Passwords.
* Run Manual Aggregations Imports/Exports Correlations and Reports.
* Adding Users to Sailpoint in Okta importing data and running numerous workarounds.
* Adding/Removing Users to all the Different Instances (Dev,PRD,Test) in Service Now Environment.
* Creating Charts and Reports in ServiceNow.
* Setup access certifications so Departments/Managers can become responsible to review and update necessary access needed within the Organization/Business.

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* Work with Sailpoint Architects and Developers Testing in Lower Environments.
* Connect to Backend to upload Java Code to Postman.
* Daily/Weekly meetings in Teams/Zoom to conduct Changes and resolve Issues.
* Run Numerous PowerShell scripts to collect data to CSV.
* Systems are not fully mature and require numerous workarounds to accomplish daily tasks.

#### **One Main Financial -Consultant-(Remote)**

January 2021-June 2021

100 International Drive

Baltimore MD

* Working Service Now Tickets for the Building and Creation/Onboarding of Users and Application Access within a large Financial Enterprise with over 8,300 employees and 1,500 branch offices in 44 states.
* OKTA
* SailPoint
* Thycotic Secret Server Creating SVA and Service Accounts
* PowerShell
* AD
* RBAC
* Entitlements
* Azure
* Snowflake SQL Scripting Building accounts and updating User Roles.
* GreenPlum
* MicroStrategy

#### **Aramark-Consultant Identity Access Management**

September 2019-February 2020

2400 Market St,

Philadelphia, PA

* Create and Remove Users / Employees and Consultants on the Network. Add/Remove all access for the company. Manually administer access in numerous Systems, Applications, Servers and Programs. Using Oracle Identity Manager ,Hyena and Active Directory. Remote Desktop into numerous servers to run Powershell scripts for Active Sync. Create update and rebrand Domains on Exchange/Skype/365 add SIP on the lync Server for on Premises Users. Convert Contractors to Employees and Merge users from different domains (Avendra.com—Canadianlinen.com, Ameriprise.com ) on the Network. Much of the work involves manual processing and work arounds. Work numerous Tasks and Incident tickets in the ITSM Service Now Que. Created numerous Documents and Procedures with detailed steps for access creation.

#### **Identity Access Management Governance and Controls Auditor-Consultant**

##### **Vanguard**

September 2018 –2019

Malvern, Pennsylvania

* Quality Control of numerous Applications using the ARQC-Application Repository Quality Control and RCM- Role Control Management) internal proprietary toolsets.
* Ensure access a user holds within an application matches the access a user holds on record in the Vanguard systems, or repositories, CA Provisioning Manager, SailPoint, UPODB/Access and VISA, on a daily weekly/Monthly basis.
* Performed risk assessments on hundreds of Discrepancies and sent to numerous internal departments for review and Remediation. (Four Discrepancy types: Application Only/Repository Only/Both but no match and Both with some matches.

RCM (Role Create & Modify) Verify Roles/Template/App Groups   
Business Functions are created or modified as requested from an approved BAM-Business Access Management Request and that any creations or modifications are within IAM Role Guidelines and VISA-Vanguard Information Security Administration guidelines. 

* There are multiple discrepancy types, including-Invalid BAM Request#, Deletions, Naming Convention Issues, Invalid Environment, Security Code Violation, Owner Violation, Incorrect or missing comments, Incorrect Description, and Termed Owner.
* We researched the discrepancies/control gap assessments based on UI, and current information within CA Provisioning Manager and Lotus Notes/Service Now and provide remediation comments, root cause and remedy steps.
* Proficiency in the areas of Identity Management, Role Management (RBAC), Entitlements Management, IT Risk, and Assurance/Audit Management
* Submit SailPoint and Service Now requests to correct user access.
* Contribute collaboratively in ongoing improvement of the enterprise
* Meetings and knowledge share groups.
* Work with 3rd party vendors and outsourcing partners ensuring they adhere to company standards and guidelines.

**Cyber Security CSA Central Security Administration Identity/Access Management**

**FirstEnergy thru Zempleo**

August 2013 –  September 2018  Reading-Wyomissing, Pennsylvania Area

* Create, remove and administer/build access for all Employees and Contractors in Active Directory and SAP.
* Create access to Drives, MobilIron, Lotus Notes, Outlook, SharePoint. Numerous platforms in SAP. Add Roles in SAP according to FERC codes.  
  (Federal Energy Regulatory Commission).   
  CIP (Critical Infrastructure Protection) standard.

FirstEnergy Nuclear Operating Company (FENOC), a subsidiary of FirstEnergy Corp., operates the corporation’s three nuclear power facilities: the two-unit Beaver Valley Nuclear Power Station in Shippingport, Pennsylvania; the Davis-Besse Nuclear Power Station in Oak Harbor, Ohio; and the Perry Nuclear Power Plant in Perry, Ohio.

* SAP Production/QATraining/Development/Sandbox/Project-Integration/System Administration  
  Adding Roles in Non-Prod SD1
* Adding a new User to EBP BBP010
* Adding a role to an existing user in BBP EBP
* Adding SAP access to an Employee in SAP SSP
* Approvals for 92000264, 92000266, 92000308 - Adding access for Standard Tasks in SSP
* Creating Secondary H IDs in SAP  
  Creating, Changing, or Removing a CIC profile from an Employee
* Default SAP Roles for Supervisory and above Position
* Creating access in GRC, GP1, GD1
* HR Developer Role for BW Systems
* IW66 - SAP HR Notifications
* SUIM - How to see who has access to certain Roles in SAP and seeing Nested Roles.
* BWP Standard Footprint
* Dummy Positions for CRM Business Roles
* RSA SecurID Tokens
* MDS (Meta Directory Service)
* Creating Accounts for Reading, PA Call Center Contractors - Role Based Security
* Creating Accounts for Akron, Ohio and Fairmont, WV Call Center Contractors - Role Based Security
* IBM OnDemand User Security Admin
* Create Admin and Privileged Accounts
* Creating Portal Groups User - Creating Lotus Notes accounts for Contractors
* User - Creating Lotus Notes accounts for Employees
* User - Changing a Name in Notes
* Group - Creating a Notes group
* Creating Team Mailboxes, Team iNotes Mailboxes, and Team Calendars
* Reports - Creating Hyena Reports
* Security within Filenet Went from Notes to Outlook and Sametime to Lync to Skype Business.
* Attended CSA Team meeting at West Penn Power/Allegheny Energy in Greensburg, PA for FIM training.
* Add SAP Roles to every SAP Box/System within the company upon approval.
* FIM-Forefront Identity Manager-Microsoft-Now Controls Active Directory-Middleware they are slowly moving toward automated security groups based on positions/FERC and more self-service access with the roll out from 7.0 HP Service Manager to 9.0. ITSM Software.
* Run PowerShell Scripts for FIM in order to add bulk users and numerous bulk groups to Active Directory.
* Plus, numerous other procedures.

### Network Engineer JANUARY 2011-2013

### COMCAST, Philadelphia, PA

* Support Business Class customers (Central Division Michigan Indiana, Illinois, Tennessee, Virginia, South Carolina, Georgia, Alabama, Mississippi Kentucky, Arkansas, Louisiana and Florida)
* Work with numerous systems and applications.
* Troubleshoot Networking issues, also support Business Class Voice and TV.
* Telnet troubleshooting appliances on the network configure Security Cameras/DVR, Port Forwarding.
* Assign public/private ip address in gateway.
* Email setups imap-pop3 issues.
* Web hosting domain name setup on Business Class Portal.
* Explain Phone Portal setup and troubleshoot Phone issues.
* Create numerous tickets in BMC Remedy.
* Build Static IP's Block of 1, 5, and 13.
* Work with ACSR, Comtrec / AWD, DST, Watchtower and more.
* 2012 National Incentive F.A.R program for the fiscal month of July winner.

**SRC Coordinator Consultant, 05/2008-3/2009**

**WYETH/PFIZER BIOTECH Consultant , Collegeville, PA**

Vaccines Wyeth Biotech TO&PS (Technical Operations & Product Supply)  
Wyeth BES-(Biotech External Supply) 13V Drug Product  
Prevnar 13-valent pneumococcal conjugate vaccine (13v PnC)

* Update and edit IND=Investigational New Drug and NDA= New Drug Application submissions so that they meet Submission Ready Component Standards set by the FDA=(Food Drug Administration).
* Use the WSST Wyeth Submission Style Template when updating documents for quality review in MS Word format.
* Perform quality reviews on large scale PDF documents.
* Work on eCTD=Electronic Common Technical Documents in EDMS=(Electronic Data Management System AKA Documentum) and the internal eSS=Electronic Submission system which is used to assemble and review electronic Common Technical Document (eCTD) submissions as well as other electronic submissions such as eNDA and eIND.
* Navigate and check out files and create different Renditions of documents in EDMS.
* Went through multiple CBT and extensive classroom training to gain access to systems.
* Use Acrobat 7.0 with Compose and ISI Toolbox plug ins.
* Work in Dossier Development eroom by emc2-Documentum eroom Content Management product.
* Attended SRC 101 and 201 training @ Wyeth in Pearl River, NY & cGMP (21 CFR Part 11) in Andover, Mass

**SAP SRM Technical Analyst-Human Resources, 12/2007-3/2008**

SHIRE Pharmaceutical thru Accounting Resources-(Consultant), Chesterbrook, PA

Handle all invoicing for Human Resource department. Maintain the 8 step process that was put in place by Procurement within SAP SRM and R3. Work with numerous infotypes in SAP as well as run numerous reports in R3 and export results to excel. Extract data from HRIS application called First Advantage to pull info from SAP.

***Selected Achievements:***

* Create Shopping carts in SAP SRM and run reports in R3.
* Communicate with Accounts payable and Procurement as well as numerous vendors.
* Handle all invoices for Human Resources and make sure the 8 step process is carried through within the SAP SRM flow chart. PR-Purchase Reqs turn into PO-Purchase Orders and then Confirmed goods in SAP result in a check runs by Accounts Payable.

**Blackberry Lotus/Domino Desktop Support, 8/2007-11/2007**

KNOLL thru VSS-INC-Contract, East Greenville, PA

*Headquartered in East Greenville, Pennsylvania, U.S.A., The company makes a variety of distinctively designed, curvilinear office furniture and related accessories, including office systems (a.k.a. cubicles.)*

Add new users to the BES. Work with all new and old RIM devices. Troubleshoot and configure changes for Blackberries remotely using Net Meeting, Dameware and Hyena. Handle requests for password changes in Lotus Notes and Windows. Monitor Domino Servers with DDM built into Administrator. Work with version 6.5, 7.0 and new 8.0. Fix id files and setup new Notes accounts when hard drives crash. Add NSF files for numerous databases and address books in Notes.

***Selected Achievements:***

* Add Network Printers across the United States Remotely through the Network.
* Handle all Active Directory resets and password issues.
* Troubleshoot Networking Issues both wired and wireless.
* Watch log files on Lotus Administrator and reset quotas and warning messages.
* Load Checkpoint VPN software configure and troubleshoot.
* Help configure wireless routers and troubleshoot.
* Enter all tickets into GWI ticketing software in Notes.
* Handle firewall issues and troubleshoot Windows XP and Vista.
* Configure Vista Settings on laptops and desktops.
* Replace hard drives on laptops and desktops reimage software check bios and perform fixdisk and chkdsk functions.
* Work with numerous commands in dos. Create batch files.
* Add users to Rightfax Server and configure settings.
* Answer Knoll 1MIS Line.

Keywords: Lotus Notes, Lotus Quickr, Lotus Quickplace, Lotus Same Time, OS/400, JDE World, Printing Systems, Desktop & Laptop Hardware, LAN/WAN, Microsoft Office 2007, Anti-Virus, Spyware, Checkpoint VPN, TCP/IP Networking, Dialup, Broadband, DHCP, Wireless Technologies, Postini, Email Systems, GWI Ticket Tracking Software, Account Resets, Desktop System Reloads, BART Boot Disk, SMS Repair and install Hard Drives, & Memory Upgrades.

**SAP HRIS, 4/2007-8/2007**

WYETH PHARMACEUTICALS, Great Valley - Malvern, PA

*Headquartered in Collegeville, Pennsylvania, U.S.A., Wyeth Pharmaceuticals has global operations consisting of 37 manufacturing facilities in 17 countries and markets products in over 60 nations.* *We employ more than 41,000 people worldwide — each one committed to improving the health of people around the world.*

Oversee all processing of new hire paperwork into SAP HRIS Personnel Administration and Organizational Management Modules. Handle all Field to Sales, Car, and Rotational Bonuses. Conduct Quality checks to insure data integrity since SAP pulls from multiple infotypes into other Modules throughout the company. Work and facilitate with numerous departments within Human Resources.

***Selected Achievements:***

* Process New Hires/EAN for all Domestic US offices. Update and process Payroll and LOA requests.
* Run daily reports in SAP.
* Maneuver through multiple infotypes in SAP HRM.
* Manipulate and delimit data.
* Verify SAP # and GID Global ID in Organizational Management Module before processing in PA-Personnel Administration Module.
* QA other Analysts for SOX compliance.
* Trained with Accenture.
* Process Bonus and Promotions updates in SAP. Scrub and pull data from Vurv-Recruitmax into SAP PA.

SECURITY ANALYST, 2006 - 2007

THE VANGUARD GROUP -(Contractor). – Malvern, PA

*Vanguard is one of the world’s largest investment management companies with $1.1 trillion in U.S. mutual funds (as of December 31, 2006).*

Worked on migration project team which was responsible for installing a new security application companywide to more than 12,000 employees and effecting more than 12,000 user ids. Old Security application was called SAM by Betasystems new Security application is called Etrust by Computer Associates. Cleaned data from AS400 SAM application so that it could be entered into Windows GUI Etrust Admin/Identity Manager.

***Selected Achievements:***

* Created and modify and update Roles and Policies in ACF2 and Active Directory as well as SAM and Etrust Admin.
* Putting together training manuals in PowerPoint and trained crew members on all the new functions of Etrust Admin.
* Processed VISA (Vanguard Information Security Administration) requests for new hires and job changes.
* Grant access to numerous databases in Oracle Enterprise Manager. Grant Access in numerous platforms Windows/Active Directory, Sybase, SQL, Oracle and Unix.
* Administered access for Rightfax, Pershing NetExPro, Event Calendar, FileNet, FedEx, ICOMM, Pinnacle/Tide, ROM, SMS, VISTA, VISION, Compass, and Guardian.

SMB/SME SALES COORDINATOR/ACCOUNT MANAGEMENT, 2004 - 2005

SALES REPRESENTATIVE,

SAP America – Newtown Square, PA

Serving more than 38,000 customers worldwide, SAP is the world's largest business software company and the world's third-largest independent software provider overall. We have a rich history of innovation and growth that has made us a true industry leader. Today, SAP employs more than 39,300 people in more than 50 countries.

Supported VP and Business Development Manager as well as Channel Sales Managers, Partner Recruiters, and Business One Partners throughout the United States. Worked with Small Medium Business/Enterprise team. Attended SAP FKOM (Field Kick Off Meeting) Miami, FL and Summer Sales Meeting in Boston, Mass.

***Selected Achievements:***

* Assisted Partners with S# creation and with license Key registration.
* Increased Revenues by monitoring and reviewing procurement spending in SAP.
* Met all quarterly deadlines processing all the Customer and Partner contracts. Sales increased by 30% each quarter.
* Conducted daily and weekly WebEx webinars for Business One VARS.
* Maintained all Customer and Partner data in SAP.

\***Other Companies: *XEROX, GE, WACKENHUT, PALARCO & SPRINT***

**Education & Training**

Human Resource Management-Cabrini College-Radnor Pennsylvania, USA

Act 120 Municipal Police Academy-MCCC-- Blue Bell Pennsylvania, USA

Associates (AS)– Montgomery County Community College- Blue Bell Pennsylvania, USA