**GANESAN ALAGUCHAMY**

**IT INFRASTRUCTURE / CYBER SECURITY SME**

# Clients: *US Treasury, Nuclear Regulatory Commission, Federal Aviation Administration, Pension Benefit Guarantee Corporation, US Dept. of Commerce, Fannie Mae, Capital One Financial, Bear Stearns Securities, Credit Suisse First Boston, Bankers Trust, Eastman Kodak.*

***US Citizen/ ITIL V3 Certified/ CISSP/ Agile Certified/ AWS Trained/Active IRS MBI Clearance.***

**Work summary**

20 years of IT experience in project management, infrastructure architecture, IT governance, IT policy, Federal compliance, information security, and infrastructure support operations for commercial and federal organizations. Highly successful IT Infrastructure Architect and experience with **Cyber Security monitoring** tools such as **BDNA, nCircle, Guardium**, and **Tripwire**. Hands-on experience in working with implementation system security controls in the Enterprise Operations Environment and system **security and vulnerability analysis** using **Nessus, Tripwire and Microsoft Baseline analyzer**. Extensive experience in working with integrating several **Enterprise Operation monitoring tools** with ITSM to improve the Cyber monitoring capability of Enterprise. Hands-on experience with **C&A, design system security plan for software and hardware** and **applications** and working with **Federal Cyber Security compliance** bodies to mitigate the risk in IT Operations. **In-depth technical knowledge of IRS Security policies, procedures and processes; industry best practices and commonly used frameworks & standards (e.g., IRS IRM, NIST,ISO 27001-2, FedRamp, DevOps, SecOps and ITIL)**

***Expertise Summary:***

* Technical and Process expertise in successful release of critical Infrastructure IT operation changes such asDatabase upgrade, Network components changes, several application changes, FDCC Deployment, Periodic system password change, NIST SP800, SOX Control, Data Center Hardware Application Consolidation, migration, and bi-annual Business Continuity operations (COOP)
* Responsible for reviewing, coordinating and releasing for successful deployment of quarterly security patch configuration changes in Enterprise IT operation comprises of Network Managed Services, Database, Storage, System, Windows Support and Cyber Security in multi-vendor service support environment with 98% success rate.
* I have improved the Infrastructure operations service availability by 18 % (savings of ~ $2 million) by streamlining the emergency change deployments, implementing integrated corporate outage planning, Security patching which result from reducing incidents and proactively addressing problems in enterprise operations by implementing ITIL best practices.
* Played a crucial role in transforming federal organizations to Service-Centric.
* Extensive knowledge of implementation of HP and BMC ITSLM tools.
* Banking, Mortgage-Backed Securities (MBS), Credit Card, federal financial regulations, and Financial Trading Business domain knowledge.
* Extensive knowledge in Service Transition, Service Operation, and Continual Service Improvements.
* Presented C- Level Management about ITIL Incident, Asset, Change, Configuration, and Release management process activity metrics and helped to design better service delivery and service support methodology.
* Supported the Service delivery process by monitoring the SLA, Dashboard activities on a daily basis.

**Technical Skills**

* Operating Systems: Sun Solaris-2.x -10, Aix 5.x/6.1, Linux, Hp-UX, Sco, Windows 200x  
  Unix
* Tools: VERITAS Volume Manager, VERITAS File system, VERITAS Cluster Server, VERITAS Cluster Filesystem, VERITAS Quick- I/O, VERITAS First-Watch 2., Sun Solstice Disk suite, NIS, NFS, DNS, IPMP, QIP, Jumpstart, Autosys, Ctrl-M/ECS Distributed Env.
* Virtualization: Ldoms, Containers, M/ D / L pars, Wpars, VIO, PowerVM, Partition Mobility, App Mobility
* Infrastructure Monitoring: nCircle, BDNA, HP Open View, IBM Tivoli, Tripwire, HP Discovery, Business Availability Center (BAC) and CA Capacity Management Suite.
* Security: LDAP, Keon, Siteminder, SSH, Yassp, Janus Single Sign-on (SSO), Jass toolkit  
  Business Continuity: Veritas Netbackup, Legato Networker, Arcserve, Iron Mountain, bi-directional replication, ArcSight and Splunk
* Financial Applications: ciServer Networks, Pulse, Triach, Open Book, Reuters for Market Data, Multicast, FIX, Oracle E-business Suite.
* ITIL Service Transition/ Support: Change Management, Configuration Management, Release Management, Incident management, Problem management and Service desk.
* ITIL Service Delivery: Service Level Agreement, Security, and Capacity management.
* CMDB: Atrium 7.2 / Remedy, uCMDB, Service Manager 9.0.
* Federal Compliance: OFAC, SOX-IT, NIST SP 800 and FDCC
* Architecture Framework: FEAF, TOGAF

**WORK EXPERIENCE**

**US DEPT OF TREASURY / IRS MAY 2009 – TILL DATE  
Technical Infrastructure / Cyber Security Subject Matter Expert**

* Served as technical and application Subject matter expert to review all the technical changes in UNS, Unix Tier 1 and Tier 2, Cyber Security, Database and applications in CADE2 Environment and communicate the senior management about the risks associated with changes and develop risk mitigation strategy with business stakeholders.
* Extensive IRS business application knowledge and interaction with system owners MeF, EFDS, EIP, BOE, FIRE, CADE 2,ACA and FATCA Production environment and identify the technical bottlenecks in system processing.
* Designed, Developed, and Deployed **IRS Environment Management** Concept of Operations (**CONOPS**) in CADE 2 Project.
* I have designed and Developed an Enterprise Operational data extraction process from various E2E operational monitoring tools.
* Extensive involvement with **CADE2 Projects Code Review, Vulnerability Analysis and Management**.
* Extensive experience in working with system owners of the **Affordable Care Act (ACA) 3.0 applications IFSV, PTC, CDR, ESB, and TPE to resolve issues during incidents.**
* He is acted as technical point of contact while resolving the Affordable Care Act 3.0 incidents and hands-on experience with IRS E2E monitoring tools.
* **Hands-on experience with Cyber Security monitoring tools BDNA and NCircle and tailor the tools for Environment Management data gathering**.
* I have worked with system, business, and enterprise architect stakeholders to develop baseline data capture in CADE2.
* Experience in developing and managing security requirements using AGILE methodologies and capture in CLM tool.
* Design, Develop and deploy **Continuous Diagnostic and Mitigation(CDM) Phase I in IRS Cyber Infrastructure**.
* Extensive experience conducting **Security, Data and Privacy Impact assessment for ACA, CADE2 FATCA** and **TFA** Programs.
* Develop **TFA RPA** Security policy related to **NPE** accounts.
* Supporting **RPA UiPath** Software installation in DEV environment.
* Experience with Jenkins and integration with other enterprise tools in the **DevOps** environment.
* Experience in working with open source software, configuring in **CI/CD** environment.
* **I am actively working Tenable Cyber Security Center migration project and responsible for delivering ELC Technical documents**.
* Working on **IRS Robotics Process Automation(RPA) COE** to design, develop and implement NPE Security Policies.
* Automated Environment Management Operational Data Metrics report.
* Involved in **Tenable Security Center** rollout PMO technical support.
* Acted as **technical advisor to design, develop, and Deploy enterprise-wide Change Management Process in IRS**.
* Designed, Developed, and Deployed **Cyber Security authorization workflow** to review all the Enterprise-wide changes in **CADE2 , ACA** and **FATCA** environments.
* Supported the effort to deploy HP Service Manager Change Management, Release Control and Configuration Management in Unified Network Services (UNS), Enterprise System Management (ESM), Enterprise Computing Center (ECC), Unix Tier1 and Tier 2 Services, Data Management (DM) and application development (AD) service domains.
* Designed and Developed the Enterprise **Change authorization workflow, the Change Approval workflow, and the Change assignment workflow** and implemented in all IRS Services.
* Worked with various IRS System stakeholders to consolidate various CCB’s to improve efficiency and performance of IT Governance and Demand Management division.
* **Technical expertise in E2E enterprise monitoring tools, BDNA, nCircle, Guardium, Network Node Manager to consolidate CI data.**
* Working with **REPO team and manage RPLRS in the ACA program**.
* Working with Deloitte **ITPE** team to evaluate the hardware requirements for parallel production environments.
* Developed and submitted UWR for ITPE Project.
* Supporting FATCA BOE Project requirements migration from **SharePoint to CLM tool**.
* Develop, review and submit infrastructure change requests and UWRs
* **Design, Develop Plan of action, and Milestones (POA&M) for OIG, TIGTA audit findings.**
* Worked to streamline the ITSM tools and improve the service availability of IT services.
* Worked with OCC Enterprise stakeholders such as business, application, and Infrastructure teams to Identify, Monitor, and Audit the Configuration Items (CI) at the OCC enterprise level.
* Worked with OCC Senior Management to design, develop, and deploy Operational process improvement at the enterprise level.
* Designed, developed, and recommended the OCC to design future state of IT Governance and Operation Control.
* Involved in SPLUNK installation, deployment, and Configuration of tool and also PMO support.
* Worked with EA to support the standardize application, Technology, and Service at enterprise Level.
* Worked with Enterprise Configuration Management Process Validation team to process all technical transmittals for ACA, FIRE, FATCA, RRP and IRFOF Projects and also Rational Tools project Integration efforts.
* Served on behalf of the OCC Critical Infrastructure Protection team for enterprise-wide bi-annual DR and COOP exercise.
* Played a criticalrole in support of ITPolicy and Governance of OCC Senior Management team for their current missions and goals.

**NUCLEAR REGULATORY COMMISSION / FAA 2007 – APRIL 2009  
ITIL Infrastructure Architect/ Application Configuration Manager**

* Designed, Developed, Implemented, and monitor **operational security** of all the database components in infrastructure operations and business continuity environments.
* **Lead the effort to implement NIST SP 800 series procedures at the enterprise level as part of the OMB mandate.**
* **Design, Develop, and implement Cyber Certification and Accreditation Framework in all NRC/ FAA IT Software systems.**
* Working with all application and System owners to review the security controls implemented in enterprise computing environment.
* Managed security patch management all desktop and Server domain components at the enterprise level.
* I have streamlined the existing image management Process to create **DSL** as part of **CMDB** efforts.
* Acquired hands-on experience with CA Capacity Management Suite.
* **Identify and collected all network devices in the enterprise during the Splunk and CMDB deployments**.
* Responsible for identifying the Configuration items related to messaging, database services, and design CI interrelationship diagram as part of CMDB Formulation.
* Provided application support for the configuration, customization, and administration of the Atrium CMDB application at the enterprise level.
* Lead the effort to streamline the existing data sources such as SCCM, Service Desk Express.
* Performed Incident resolution, Problem Determination, Root Cause Analysis of change management workflow and CMDB data, and ITIL workflows to ensure appropriate maintenance of all CMDB data elements.
* Performed daily oversight of all enterprise change management workflow and maintenance, if performed, against CMDB.
* Implemented a security model to prevent unauthorized access to change management system, or alteration of the CMDB data, and reports.
* Identified the services, Service Owners, Role, and responsibilities as part of ITIL Service Management best practices implementation.
* Streamlined the existing Service Delivery process by implementing ITIL Best practices at the enterprise level.
* I have supported the effort to standardize the ITSLM tools in the enterprise operations environment.

**PENSION BENEFIT GUARANTEE CORPORATION (PBGC) 2005 – 2007 Infrastructure Architect / Change and Configuration Manager**

* Provided strong leadership to design, develop, document, train and deploy ITIL based best practices in Change, Configuration, and Release and Incident management process into the operational environment as well as managing the operational effectiveness of the process.
* Improved the Infrastructure operations service availability by 18 % (savings of ~ $2 million) by streamlining the emergency configuration change deployments, implementing integrated corporate outage planning and reducing incidents and proactively addressing problems in enterprise operations.
* I have improved the risk evaluation and mitigation process by implementing CMDB and integrating with the service desk, incident, and problem management process.
* Introduced integrated security patching schedule, improved communication plan, improved early life support, and release management process result 15 % reduction in service desk calls and 12% improve in human efficiency in FY 2008.
* Lead to deploy ~12000 change requests and ~90K Configuration Items (CI) in federal enterprise IT operation environment with 98% success rate during FY 2007 and FY 2008.
* Managed all Change, Configuration and Release Management activities at the national level of five infrastructure operations (~2280 Servers, ~20200 internal and external users) teams such as network managed services, database, storage, Wintel and system admin in development, testing, production, and business continuity environments.
* Played a critical role in transforming federal organization to service-centric.
* Lead the effort to support major infrastructure service upgrades such as Oracle migration, FDCC implementation, Microsoft exchange upgrades, server upgrades, security patches, and several application deployments.
* Responsible for identifying defining, monitoring, and reporting Critical Success Factors, Key Performance Indicator activity metrics in system development and infrastructure operation environment.
* Supported Service Delivery Director to identify and deploy better solutions during service interruptions and service performance degradation.

**US DEPARTMENT OF COMMERCE 2004 – 2005  
Test and Release Manager**

* Served as lead to design and develop enterprise integrated testing environment to test mainframe to database migration applications.
* Administered, configured, and deployed software configuration management tools such as Version Manager, Clear quest and mamba in production and Test environment.
* Responsible for resource allocation, Test process implementation, conducting Peer reviews, conducting CCB meetings, migration of software work products to different Test Environments, Test Status monitoring, Risk mitigation, Test Deliverables, and coordinating with other team during production rollout.

**FANNIE MAE, 2003 – 2004  
UAT Test Manager / Senior Production Support**

* Served as Lead to implement ETL data test strategy in the system test and integration test environment, which extracts data from ~ 250 data sources, approximately 2 million records data load.
* Implemented software change management process in the HCD Core Multifamily.
* Executed performance testing using load runner, HCD Core multifamily Data warehouse application which handled ~1.5 million records on a daily basis.
* Involved in implement SOX (Section 404) IT Controls in the HCD Core Multifamily Project.
* Administered, configured, and deployed software configuration management tools such as Clear case, Clear quest, and load runner in test environment.
* Deployed 18 releases of HCD Core multifamily application in production with 99 % success rate.

**CAPITAL ONE FINANCIAL SERVICES 2002 – 2003  
Senior Business Lead**

* Implemented and validated data for the federal compliances such as OFAC, California Freeze SB 168, Auto archiving, Auto deleting in the capstone credit decision engine starting from requirements gathering till the successful production rollout.
* I have interacted with three credit bureaus for test environment availability, credit test data creation, verifying Credit Bureau Data formats, Bureau Simulator, and validated Mega merge logic in the Credit Reports.
* Responsible for interacting with the MIS team to develop SAS automation Scripts that help to verify the Data Integrity, Data Security, Data Model, Fraud Meta model validations, and Credit Model validations for all releases.
* Extensively involved in the System, Integration, and Regression Test cycle, fixes verification, maintaining / updating the Test deliverables in Test Director 7.x, supporting release manager, and production implementation team during rollout.

**EASTMAN KODAK COMPANY 2001 – 2002**

**QA / Build Process Analyst**

* Provided implementation assessment, strategy, and mentoring services for Rational Rose, UML, and RUP.
* Conducted internal process audits to attain CMM Level 2 and 3.
* Implemented white box testing tool McCabe Metrics at the enterprise level.
* I have performed to export source files from Visual Source safe to Rational Clear Case.

**BEAR STEARNS SECURITIES CORPORATION. 2000 – 2001**

**Software QA Consultant**

* Actively involved in system feasibility study, System analysis, use case creation, creating RTM, reviewing test plan, creating manual test scripts, creating automation test scripts using Win runner 6.x and integrating with Test director and participated in performance testing along with Data Architect and Database administrator.

**CREDIT SUISSE FIRST BOSTON 1995 – 2000**

**Software QA Analyst**

* Actively involved in writing test plans and manually testing Ported Interest Rate Derivatives (Swap Options, US Bond Options, and Caps/Floors) and Portia (Munis Bonds) and Cheapest to Deliver Bonds using TSQL Stored Procedures, SQR, Bourne Shell Scripts and Open Client/C.

**Education**

BS, Electronics Engineering, Madras Institute of Technology, India

BS, Physics, Madurai Kamarajar University, India.

ITIL V3 Intermediate Trained.

Capital Planning and Investment Control, 2009

Enterprise Architect TOGAF, FEAF training 2008

PMP - BOK

Several on the job training courses on ITSM, Project Management, IT Security, and IT Governance.

Rational Team Concert / Jazz Technology Training 2011.

Federal Health Regulations 21 CFR Part 11, course 2002.

Certification on Agile fundamentals.