

SHIVAM TIWARI

Senior IAM Engineer | Microsoft Entra ID & Okta

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SUMMARY

IAM Senior Engineer with 7.5+ years of experience architecting and managing enterprise identity solutions across Microsoft Entra ID, Okta, AWS, and Oracle Cloud. Currently leading IAM operations across three client accounts at DXC Technology two on Microsoft Entra ID and one on Okta spanning the full identity lifecycle: provisioning, governance, SSO/federation, conditional access, and hybrid identity synchronization. Proven strength in RBAC design, access governance, and compliance audits aligned to GDPR, HIPAA, and PCI DSS, with a track record of collaborating across HR, IT, and Security teams to keep identity environments secure, scalable, and audit-ready.

WORK EXPERIENCE

Sr Analyst II Information Security, DXC Technology

Jul 2025 - Present

Working on IAM delivery across 3 client accounts (2 on Microsoft Entra ID, 1 on Okta); serve as escalation point for critical case resolutions (CRs) across the portfolio.

Microsoft Entra ID (2 accounts)

- Own end-to-end identity operations, including user and group lifecycle management and role assignment, across enterprise environments.
- Manage Identity Governance (IGA) via Lifecycle Workflows, automating joiner-mover-leaver actions triggered by pre-hire, onboarding, role-change, and termination events.
- Configure and support SSO/federation using SAML, OIDC, and OAuth; manage application registrations, Enterprise Applications, API permissions, and app roles.
- Implement SCIM-based automatic user provisioning for enterprise and SaaS applications.
- Design and administer Conditional Access Policies, Administrative Units, and custom domain configurations.
- Monitor and remediate Risky Users and Risky Sign-ins through Identity Protection.
- Administer hybrid identity end-to-end, including Azure AD Connect and Cloud Sync health, Password Hash Sync (PHS), and Pass-Through Authentication (PTA).

Okta (1 account)

- Manage user and group lifecycle and IGA policies, covering both Authentication and Global policy sets.
- Customize Okta workflows for automated password reset, welcome messaging, and other lifecycle notifications.
- Onboard applications via SAML, OAuth, and OIDC, and manage application provisioning and related identity services.

Sr. Engineer – Cloud Infrastructure, LTMindtree Ltd

Jun 2024 - Jun 2025

- Managed user accounts, permissions, and role assignments in Azure Active Directory, including group management and external identities (B2B/B2C).
- Ensured directory synchronization health using Azure AD Connect, Cloud Sync, and Password Hash Sync (PHS).
- Provisioned HR applications with writeback capabilities, including Workday, SuccessFactors, LinkedIn, and AWS.
- Managed Azure Key Vault access (public and private) and configured SSPR and Password Writeback alongside AD Connect.
- Administered on-prem and cloud Active Directory services; supported Okta integration for authentication and identity lifecycle management.
- Managed provisioning and deprovisioning of gallery and non-gallery apps, including Okta, Workday, SailPoint, Oracle, and AWS.
- Automated AVD and VM operations using Azure Logic Apps based on scaling metrics.
- Ran Entitlement Management, Access Packages, and Access Reviews as part of Joiner-Mover IGA processes.
- Conducted Proof of Concepts (POCs) and resolved client-specific technical issues; performed hard and soft match for user synchronization.
- Delivered IAM process training for new employees and maintained documentation for roles, access policies, and audits.

Sr. System Engineer – Cloud Infrastructure, Netlink Software Group America Inc.

Sep 2021 - May 2024

- Managed provisioning and deprovisioning workflows in Azure Active Directory in alignment with IAM policies.
- Conducted periodic access reviews and audits to ensure compliance and prevent unauthorized access.
- Led migration from AWS to Azure, migrating 5 VMs using Azure Migrate.
- Created and maintained detailed documentation for security roles, access policies, and audit trails.

- Collaborated with HR, IT, Compliance, and Security Operations teams on audit support, risk mitigation, and security monitoring in Microsoft Entra ID.
- Integrated and managed SSO, MFA, and IAM tools to strengthen authentication and access control.
- Supported cloud migration and management across Azure, AWS, and Oracle Cloud environments.
- Provided technical support for Azure services including VMs, VNets, VPNs, NSGs, AD Connect, and Entra ID.

IT Supervisor, *NSEIT (Contract, Payroll: thinkAPPS Solutions Pvt Ltd)*

Dec 2018 - Aug 2021

- Managed users, groups, licenses, and mailboxes in Azure Active Directory and Exchange Admin Center.
- Managed server configurations, cloning, and imaging for rapid deployment.
- Conducted IT audits for client networks and systems, including surprise and quality audits, with detailed improvement reports.
- Provisioned user access per approvals and maintained hardware and network infrastructure.
- Captured recordings and technical documentation to support audit requirements.

ACHIEVEMENTS

- Received a Letter of Appreciation from Ayushman Bharat Madhya Pradesh (2023) for the successful implementation of the "Digital Ayushman Card" project under the Prime Minister's Program — built new infrastructure, VPN and network connectivity, databases, access management policy, network policy, and application provisioning on Oracle Cloud Infrastructure.
- Received a Spot Award from Netlink Software Pvt. Ltd. (2022) for outstanding performance as Cloud Engineer (Azure).

CERTIFICATIONS

- Microsoft Certified: Identity and Access Administrator Associate (SC-300)
- Microsoft Certified: Cloud and AI Security Engineer Associate (SC-500)
- Gen-AI Foundation Certificate
- Microsoft Certified: Azure Fundamentals
- Microsoft Certified: Azure AI Fundamentals
- Microsoft Certified: Security, Compliance, and Identity Fundamentals
- ITIL®4 Foundation Concepts
- GDPR, PCI DSS, and Data Privacy & Information Security Certification

EDUCATION

Bachelor's Degree in Mechanical Engineering

Babulal Tarabai Institute of Research and Technology, Sagar | 2015 - 2019

KEY SKILLS

Identity Platforms

- Microsoft Entra ID, Okta, AWS IAM, Oracle Cloud IAM

Identity Governance & Lifecycle

- IGA (Joiner-Mover-Leaver), Lifecycle Workflows, Access Reviews, Access Packages, Entitlement Management, PIM

Authentication & Access Control

- SAML, OIDC, OAuth, SSO, MFA, Conditional Access Policies, Administrative Units, Risky User/Sign-in Remediation

Application & Provisioning

- App Registration, Enterprise Applications, API Permissions, App Roles, SCIM Provisioning, Gallery/Non-Gallery App Onboarding

Hybrid Identity

- Azure AD Connect, Cloud Sync, Password Hash Sync (PHS), Pass-Through Authentication (PTA), Password Writeback, SSPR

Cloud & Infrastructure

- Azure, AWS, Oracle Cloud, VNet, Subnet, NSG, UDR, Route Table, Cloud Migration (Azure Migrate)

Security & Compliance

- GDPR, HIPAA, PCI DSS, Microsoft Defender, Security & Compliance Management, Access Audits

Tools & Integrations

- Workday, SuccessFactors, SailPoint, Oracle IAM, Azure Key Vault