

Narendra Danane

System Admin | IAM | CyberArk PAM | SailPoint IdentityIQ | Infrastructure Monitoring | PowerShell Automation

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Professional Summary

Infrastructure Operations and Identity Access Management professional with **6+ years** of experience supporting enterprise production environments, system monitoring platforms, and secure access management solutions across large-scale IT infrastructures.

Currently at **Infosys**, supporting global clients through IT System Administrator (IAM) and IT Command Center Engineer roles, with hands-on experience in **SailPoint IdentityIQ**, **CyberArk PAM**, Active Directory, Dynatrace, and ServiceNow-based incident management.

Microsoft Certified: Azure Fundamentals professional with growing expertise in cloud infrastructure, DevOps practices, and SRE principles. Actively building automation tools using PowerShell and GitHub. Passionate about advancing toward Site Reliability Engineering and cloud operations roles.

Core Competencies

Site Reliability Engineering (SRE) • Infrastructure Monitoring & Observability • Incident & Problem Management • Root Cause Analysis • Identity & Access Management (IAM) • Privileged Access Management (CyberArk) • Production / Application Support • Automation & Scripting (PowerShell / Linux) • System Reliability & Performance Monitoring • ITIL Service Operations

Technical Skills

IAM	SailPoint IdentityIQ (IIQ), CyberArk PAM, Active Directory, User Lifecycle Management (JML)
Monitoring	Dynatrace, HPOM, NNM
ITSM	ServiceNow, Jira, BMC Remedy
Job Scheduling	Tivoli Workload Scheduler (TWS)
Database	SQL Server, T-SQL, Joins, Subqueries, Indexes
Linux	sed, grep, find, ssh, scp, sftp, awk, cat, crontab, tail -f, hardlink/softlink
Remote Admin	PuTTY, WinSCP, MRemoteNG
DevOps	Docker, Kubernetes, Terraform, Jenkins, Git/GitHub, Grafana, CI/CD
Scripting	PowerShell

Soft Skills

Analytical Thinking • Problem Solving • Communication • Team Collaboration • Leadership

Language

English • Hindi • Marathi

Education

Bachelor of Engineering – Computer Engineering
Vedica Institute of Technology, Pune

2022

Professional Experience

Infosys

Mar 2023 – Present

Pune, India

IT System Administrator – IAM (Liberty Global Project)

Sep 2024 – Present

Identity & Access Management (IAM)

- Managed end-to-end Joiner–Mover–Leaver (JML) lifecycle including onboarding, access provisioning, modification, and deprovisioning across enterprise systems.
- Executed onboarding via SailPoint IdentityIQ, ensuring successful account creation and access provisioning through aggregation cycles.
- Investigated and resolved provisioning/deprovisioning failures, ensuring successful execution in subsequent cycles.
- Maintained identity data accuracy including manager hierarchy, user attributes, and organizational structure.
- Performed access reviews, audits, and recertification support to ensure IAM policy compliance.
- Handled access requests, validations, and approvals via ticketing systems, ensuring proper authorization and SLA adherence.
- Provided L1/L2 support for access issues, login failures, and user discrepancies.

SailPoint IdentityIQ (IIQ)

- Supported day-to-day operations of SailPoint IIQ integrated with Active Directory and authoritative sources.
- Monitored and troubleshoot aggregation failures, identity refresh issues, and provisioning errors.
- Executed scheduled tasks including account aggregation, identity refresh, and reconciliation processes.
- Performed identity cleanup, pruning, and correlation validation between authoritative systems and AD.
- Resolved deferred deprovisioning issues and Active Roles synchronization failures.
- Coordinated with L3 teams for connector updates, rule changes, and platform enhancements.
- Generated operational reports and supported platform stability and governance activities.

CyberArk PAM

- Managed privileged access lifecycle including onboarding, provisioning, and deprovisioning of privileged users.
- Configured and managed Safes, safe memberships, and permissions (Retrieve, Use, List).
- Onboarded and managed privileged accounts across Windows, AD, and UNIX/Linux platforms.
- Troubleshoot access issues including safe permissions, account visibility, and RDP/SSH connection failures.
- Validated access requests based on business justification, approvals, and least-privilege principles.
- Monitored CyberArk operations, handled tickets within SLA, and escalated Vault/PSM/ platform issues.
- Ensured compliance with security policies, audit requirements, and privileged access controls.

IT Command Center Engineer (DTE Energy Project)

Apr 2023 – Aug 2024

- Monitored enterprise infrastructure and applications using Dynatrace, HPOM, and NNM, ensuring high system availability.
- Managed incident and request queues via ServiceNow, including triaging, prioritization, and escalation.
- Executed job scheduling and monitoring using TWS (Tivoli Workload Scheduler).
- Performed server maintenance activities including restarts, health checks, and performance validation.
- Managed Active Directory access including group permissions and folder-level access control.
- Automated system maintenance tasks such as disk cleanup using PowerShell scripts.
- Installed and configured Dynatrace for application and infrastructure monitoring.
- Sent P1/P2 incident communications and coordinated with cross-functional teams for resolution.
- Documented troubleshooting steps and created knowledge base articles for recurring issues.
- Generated reports on system health, incidents, and operational improvements.

Inventive Global Solutions Pvt. Ltd.

Mar 2019 – Feb 2023

Senior Development Executive – Production / Application Support

Tools: ServiceNow, PuTTY, MRemoteNG, WinSCP, SQL Server, Linux

- Provided L1/L2 production support for enterprise applications, ensuring system stability and timely incident resolution.
- Monitored scheduled batch jobs and application processes, identifying failures and restoring services within defined SLAs.
- Investigated and resolved application and data-related issues including lead creation failures and backend processing errors.
- Performed SQL Server operations including query optimization, joins, subqueries, and index validation to support application troubleshooting.
- Utilized Linux commands (sed, grep, find, ssh, scp, sftp, awk, crontab, tail) for log analysis, file management, and operational support.
- Monitored CPU and memory utilization metrics to detect and address performance anomalies.
- Managed incident and request tickets in ServiceNow, ensuring proper prioritization and SLA compliance.
- Participated in daily operational meetings to discuss ongoing incidents, root causes, and resolution strategies.
- Worked in a 24×7 ITIL-driven support environment, adhering to incident, problem, and change management processes.

Automation Projects

Windows Temp Cleaner

github.com/narendradanane/windows-temp-cleaner

PowerShell automation tool to safely clean the Windows %TEMP% directory.

- Removes junk temporary files; skips files currently in use.
- One-command execution with Git version control, tags, and branch protection.

Smart Battery Saver

github.com/narendradanane/smart-battery-saver

PowerShell tool designed to optimize laptop battery usage.

- Enables battery saver mode, reduces brightness, and disables Bluetooth while keeping Wi-Fi active.
- Detects heavy applications before closing to prevent data loss.

Certifications

Industry Certifications

Certification	Issuer	
Microsoft Certified: Azure Fundamentals	Microsoft	D4FFFEAF4D9CFC4EA
SQL and Relational Databases 101	Cognitive Class	eb14353b15ce4dada
ServiceNow	LinkedIn Learning	ARujlxWqGO-TtKTX
Linux	LinkedIn Learning	ATGx440hBVSeFHei
Digital Forensics with Kali Linux	ITRONIX Solutions	#00110496
Fundamentals of Network Security	Udemy	—
Linux Command Line	Udemy	—
Crisis Communication	LinkedIn / NASBA	—
Google Digital Garage – Online Marketing Fundamentals	Google	—

Infosys Internal Certifications

Introduction to SQL

Introduction to Cyber Security in SDLC

Introduction to Asset Management

Data Privacy Compliance & Assessment

Pega UI Specialist for Developers

Root Cause Analysis

Declaration

I hereby declare that the above-mentioned information is true to the best of my knowledge and belief.