

# Shikha Srivastava

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## Information Technology Consultant / Project Manager in Information Security, Risk Management, Data Center Operations, IT Change Management, Application System Development

August 2013

### SUMMARY

Ms. Srivastava's is a junior level IT Project Manager and Consultant in Information Security Management, Risk Management, Data Center Operations, IT Change Management and Application Systems Development. She has worked in both large enterprise organizations and small businesses, and shown the ability to quickly adapt and add value to every team in which she has worked. She possesses exceptional communication skills, technical abilities, and leadership skills, and is a highly reliable, well-rounded, IT professional that can quickly adapt to and add extraordinary value to any organization.

### OBJECTIVE

Experienced Junior IT Project Manager available for technical project work or a full-time position in positions related to projects associated with Data Centers, other IT infrastructure, IT Security, compliance management (especially ISO 27001), ITIL-based Service Transition and Service Management, and/or Application Development. I will be instrumental in helping my organization maintain a competitive edge by providing strong, positive leadership and driving excellent performance in the teams, projects, and services I manage in order to maximize business value to the organization. This position should be challenging, provide project leadership opportunities, additional opportunities for growth, and be recognized as making a vital contribution to the organization.

### EXPERIENCE

#### Information Security and Risk Management Consultant, Slater Technologies. Inc., Chicago, IL      June 2013 – Present

- Worked with executive management and stakeholders to plan and implement an ISO 27001-based Information Security Management System to manage and minimize business risks and maximize return on security investments.
- Identified vulnerabilities within the company's business environment to help manage their IT assets risks and business risks to an acceptable level for the business.
- Designed and implemented over **133 controls** and **160 policies** to manage risk and help drastically improve the information security posture of an international multi-million dollar, business software simulation company.
- Designed and tested generic information model and methodology for metrics management, and the evaluation of metrics performance for each of the ISO 27001 controls, to facilitate the continual improvement process required by the ISO 27001 standard
- Worked on the Document Management System, Risk Management Plan, the Risk Treatment Plan, Business Continuity Plan, Corrective and Preventive Plans, Compliance Management Plan, Capacity Management Plan, the Change Management Plan, the Metrics Management Plan, and the ISMS Effectiveness Management Plan.
- Worked on the training for Information Security Awareness Training, Audit Preparation and Awareness Training, and the Change Management Training and Database
- Conducted a detailed review of production remote and onsite data centers to assess operational integrity and security controls, as well as the power and facility infrastructures, including backup power capabilities.
- Helped establish the ISO 27001 Security Audit Plan for conducting internal audits and surveillance audits.

- Created and executed cross-functional complex projects to help organization achieve business objectives and tracked progress throughout the Software Development Life Cycle (SDLC) to ensure project milestones were completed on time, on budget and with the desired results.
- Implemented agile software development methodology and developed and provided weekly status reports from MS SharePoint to manage risk, scope and cost. Suggested reporting be automated which was then implemented reducing the time and cost by 20%.
- Maintained project documentation (Development case, Communication plan, Program charter, Reports etc.) for timely completion of projects
- Built credibility and established a rapport to maintain communication with key stakeholders at multiple levels, including those external to the organization to keep team and customers updated about the project status.
- Used ClearQuest, ClearCase and UAT to tracked, manage and update issues and defects in software development.
- Oversaw Budget Reconciliation and created quarterly budget report for PMO for annual budgeting.

**Marketing and Sales Coordinator, Schenck Process India Limited, Mumbai, India**

**August 2009 - July 2011**

- Managed accurate records of monthly and annual sales figures by assisting in product development, collateral development, annual budgeting and forecasting of sales expectations increasing by 30% which resulted in revenue of **1 Billion Euros** in sales in 2011.
- Monitored and reported day-to-day of events and developments in measuring and process industry increasing up-time-to market of the company by 15%.
- Designed metrics to analyze the effectiveness of marketing campaigns to therefore helping identify and capture new markets.

**Sales Executive, IRIS Business Services Ltd, Mumbai, India**

**November 2008 - January 2009**

- Pitched to Companies and Financial Institutions for Tie-ups, Promotional Partnerships and Business Development.
- Worked with cross-functional teams to maintain timelines, develop communication materials and ensure deliverables.

**PROJECTS**

**Information Security Management, Slater Technologies, Inc. at CAPSIM Management Simulations, Inc., Chicago, IL**

- Helped create and implement an ISO 27001-based Information Security Management System to help CAPSIM in its efforts to attain its ISO 27001 certification.

**Cloud Computing, IIT, Chicago, IL**

- Implemented the file conversion of text files into PDF, .doc and ePUB format on Amazon EC2 cloud using Eclipse IDE and AWS SDK therefore helping student access lectures via the cloud using various devices in a fast and cost effective manner.

**Build an Order Management System comprised of GUI components, IIT, Chicago, IL**

- Created a GUI using J2SE/MySQL Workbench for analyzing and displaying various records of a particular store using Swing and AWT to automate and streamline order processing for business.

**Implement Organized Enterprise Infrastructure, Rediff.com India Limited, Mumbai, India**

- Built an organized networking infrastructure to improve communication amongst employees working on different platforms by deploying CentOS 4.4 and configured it by Linux Samba Sever, Squid proxy-caching server & Routers.

**EDUCATION**

- **Illinois Institute of Technology (IIT), Chicago, IL**

**May 2013**

Master of Science in Information Technology and Management (Concentration in Management Information Systems)

**GPA: 3.7/4.0**

**Relevant Coursework:** *Project Management, ITM Frameworks (ITIL), Data Center Management, Process Engineering for IT Managers, Cloud Computing, Advance Database Management, Data Warehousing, Data Analytics, Introduction to Open Source Operating System, Intermediate Software Development(Java)*

- **University of Mumbai, Mumbai, India**

**December 2008**

Bachelor of Engineering in Information Technology

## **MANAGERIAL AND TECHNICAL SKILLS**

**Management Tools:** MS Project, MS SharePoint, ITIL practices, SDLC, Project Management, Portfolio Management

**Risk Management Tools:** ISO 27001, Microsoft Threat Modeling Tool, (BCP/DRP) Audit

**Computer Languages:** Java, C++, C, UML, HTML

**DBMS Package:** Oracle Databases, MySQL, SQL Server, MS Access

**Environments:** Windows (All), CentOS 6.0, Ubuntu 11.10

**Applications:** MS Office Suite, Visual Studio, ClearQuest, ClearCase, NetBeans, AWS, Eclipse

## **ACTIVITIES AND LEADERSHIP**

- Data Center Professionals Network
- Disaster Recovery Institute International
- Internet Society
- Project Management Institute
- Uptime Institute
- Event Lead, 'Inter-college Film Festival' at Mumbai University
- Sport Vice Captain in High School