Shriya Aggarwal

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Summary

Impact and value-driven Big4 Cybersecurity Consultant, proficient in delivering measurable business outcomes across diverse industries, driving client acquisitions and managing cross-functional teams at the strategic, implementation, and operational levels. Aligned security strategies with business objectives to drive innovation and deliver measurable cost savings by utilizing cutting-edge technologies.

Professional Experience

Senior Solution Advisor | Deloitte & Touche Assurance and Enterprise Risk Services | Gurugram

- Led **5 Request for Proposals and Statement of Work** and contributed to 20+ proposals, achieving 80% conversion rate with average client revenue of **$3M** (up to **$8M**); conducted in-depth business analysis, solution design, budget forecasting, and resource planning to craft tailored **Identity and Access Management (IAM)** proposals. Actively engaged in client workshops and strategic pitches to secure new business.
- Managed end-to-end implementation of enterprise-wide IAM solution across 5+ business units for a **Fortune 500 firm** managing $700B+ in assets, reducing access provisioning time by **75%** for over **80,000** users.
- Consistently demonstrated trust and delivered high-quality outcomes to the client by the team, resulting in a **$160M, 7-year contract** renewal across cybersecurity services, including $80M dedicated to Identity Governance and Administration (IGA); engagement delivered approximately **40% profit margin** for the employer.
- Led a **6-member global delivery team**, driving solution design and execution through structured **leadership**, agile practices, and clear workstream ownership; managed timelines, work allocation, and quality reviews to ensure on-time delivery of implementation and operational modules.
- Partnered with **senior client stakeholders** (CTSO, CVP) and Deloitte leadership (MD, SM) to align on strategy, gather requirements, and deliver IAM solutions by integrating **50+ processes** into IAM, automating end-to-end user lifecycle.
- **Mentored** and managed a team of 5 analysts, driving performance through structured evaluations, developmental feedback and personalised coaching, resulting in enhanced team capability and individual growth.
- Conducted **80+ interviews** to evaluate and identify high-potential candidates, contributing to Deloitte's talent acquisition efforts and helping build strong, future-ready teams.
- Provided **career counselling** and mentorship to 5 professionals, directly contributing to their promotions at Deloitte by guiding professional development, goal alignment, and performance enhancement.
- Facilitated **10+ onboarding bootcamps** for new and lateral hires, mentoring and enabling **100+ professionals** to ramp up on IGA technologies and client-specific needs; actively contributed to training program delivery, design and development of learning materials to accelerate knowledge transfer and productivity.

Lead Solution Advisor | Deloitte & Touche Assurance and Enterprise Risk Services | Gurugram

- Enhanced the capability of an in-house **GenAI model** by analyzing common business needs and curating 35 high-quality IGA artefacts; enabled faster generation of IGA deliverables by training the model to produce contextually relevant outputs, improving efficiency and knowledge reuse.
- Led **UAT Defects Management** for the Security team, developing testing strategy, identifying enhancements, and coordinating with Application, Build, and Deployment teams to ensure a defect-free UAT environment; managed day-to-day progress and guided a 3-member team.
- Implemented Role-Based Access Control (RBAC) across **80%** of enterprise applications, eliminating access creep and reducing audit exceptions by **95%**.
- Spearheaded **digital transformation** through IAM solution implementation, replacing manual access provisioning for **4** newly acquired boutique firms; delivered seamless integration and enabled scalable, secure onboarding post-merger.
- Reduced turnaround time by **85%** by automating Service account creation, streamlining a multi-day, cross-team manual process into a 5–7 minute workflow; enhancing consistency and strengthening compliance.
- Proactively initiated and led client discussions to **identify inefficiencies** in the production release process; recommended and implemented improvements that streamlined workflows and enhanced release efficiency.
- Achieved **100% compliance** across 20 defined Service Level Objectives (SLOs) spanning multiple services, ensuring consistent performance and service reliability.
- Drove a **32% reduction** in incidents, contributing to sustained improvements in platform stability and operational reliability.
- Drafted **15+ process documents** and guidelines to formalize legacy access management features, accelerating new team members onboarding and preserving critical institutional knowledge.

Solution Advisor | Deloitte & Touche Assurance and Enterprise Risk Services | Gurugram

- Researched, analyzed, and consolidated **11 KPIs and 11 KRIs** for the IGA program from a business lens; identified process bottlenecks, benchmarked industry standards, and presented insights to Deloitte leadership to support customer acquisition, sales forecasting, and pricing strategy decisions.
- Managed and mentored **a 4-member** global IAM team for Functional Security Testing, coordinating end-to-end with onshore and client teams; defined testing scope, timelines, and methodology to ensure successful execution across the delivery lifecycle.
- Delivered IAM solution for a global healthcare client by integrating with ServiceNow to automate ticket-based access requests; achieved **70%** reduction in SLA breaches and **15%** operational effort savings. Enabled 24% YoY growth in service requests, reflecting increased service catalogue maturity.
- Led migration of **85K user identities** and legacy systems to a cloud-based IAM platform, consolidating identity stores and improving access governance reliability by 95%; reduced annual maintenance costs by **$200K** and ensured 99% application availability. Enhanced user experience and security through SSO and federation with sub-1-second response times, boosting scalability and administrative efficiency.
- Streamlined and automated quarterly access reviews for 85K identities, eliminating 450+ manual hours per quarter, reducing review cycle time by 60%, and achieving **100% audit compliance**.
- Analyzed 6+ emerging **business trends** transforming IAM methodologies; presented strategic insights and innovative solution approaches to Deloitte's senior leadership to address evolving identity and access challenges in a digitally interconnected environment.

Associate Analyst | Deloitte & Touche Assurance and Enterprise Risk Services | Hyderabad
- Provided strategic guidance to clients to strengthen **cybersecurity posture** through timely and appropriate access provisioning, resulting in enhanced resilience and maturity of access management frameworks.
- Automated user verification process, reducing manual effort by 75% and enhancing **operational efficiency** and accuracy.
- Achieved 90% reduction in term/transfer violations by strengthening access controls and improving user lifecycle management.
- Designed and implemented complex client requirements ranging from **web service** identity creation to the entire lifecycle of a user in the organisation using the IGA tool (SailPoint).
- Achieved **90% reduction** in manual provisioning effort by automating user lifecycle management across HR and IT, ensuring employee productivity from Day 0.
- Developed and deployed an automated application onboarding framework, reducing onboarding time by **90%** and ensuring consistent, standardized integrations with minimal manual involvement.
- Collaborated directly with the client's Director and senior leadership to deliver executive dashboards and presentations showcasing key **IAM KPIs**, enabling real-time, data-driven insights for C-level decision-making.
- Integrated IAM platform with various HRMS systems to enable real-time identity synchronization, reducing user onboarding time from **4 days** to under half a day and improving operational agility.
- Led end-to-end planning and execution of two **high-profile leadership** visits—one for client leadership and another for Deloitte US executive leadership—managing cross-functional teams of 7 and 10 members, respectively, to ensure seamless coordination and impactful engagement.

Analyst | Deloitte & Touche Assurance and Enterprise Risk Services | Hyderabad
- Independently delivered an enterprise-wide IGA solution for a $40B Australian bank, securing **14K+ identities** and **50+ critical applications** across global operations from the employer end; generated $3M in revenue through successful implementation.
- Configured and implemented key identity management features in **SailPoint**, including lifecycle management, access reviews, SoD controls, RBAC, and application integrations to enhance security and compliance.
- Developed and maintained comprehensive design and operations support documentation, along with detailed Excel-based solution records; delivered impactful PowerPoint presentations to clients to support new proposals and **drive solution adoption**.
- Developed **LCM** events and workflows, quick links, custom rules, identity mappings, reports, forms and provisioning policies.

Education

Bachelor of Engineering in Information Technology – University Institute of Engineering and Technology, Panjab University| Chandigarh

Accomplishments

- Earned three consecutive promotions in three years by leading **high-impact** IGA initiatives, driving strategic security programs, optimizing enterprise security posture, and building high-performing cross-functional teams.
- Received Deloitte's 'Outstanding Performance Award' for exceptional commitment and consistently delivering above-and-beyond, high-impact results.
- Recognized with Deloitte's 'Applause Award' four times for consistently exceeding performance expectations and delivering exceptional client value.
- Awarded Deloitte's 'Spot Award' five times for outstanding client service and dedication.
- Secured **2nd rank** in the Department of Information Technology at UIET (2013–2017); felicitated by Hon'ble Ex–Vice President of India, Shri M. Venkaiah Naidu, at Panjab University's Annual Topper's Convocation.
- Received a **Letter of Appreciation** from the Director of UIET for leading data collection and analysis efforts for institutional surveys, contributing to the college's improved rankings in prominent national publications.

- Awarded the prestigious **RBI Golden Jubilee Scholarship** for 5 consecutive years in recognition of outstanding academic performance.

Certifications

- Certified ScrumMaster (CSM) by Scrum Alliance
- Google Project Management by Google
- Strategy Consulting Virtual Experience Program by BCG
- Lean Six Sigma White Belt Certification by Six Sigma Society
- Six Sigma Yellow Belt Certification by the University System of Georgia
- AWS Certified Cloud Practitioner by Amazon
- SailPoint Certified IdentityIQ Engineer

Extra-Curriculars

- Led a 10-member marketing team as Marketing Head, Rotaract Club of UIET, driving brand visibility, promoting social initiatives, and securing **INR 40,000** in sponsorships.
- Spearheaded 60-day media promotions across 3 cities for 12 college events as Marketing Head, Brand Promotion Committee of UIET; drove **outreach** by coordinating with 5 national newspapers and 3 regional sponsors, and organized orientation for the incoming batch.
- Completed **120 hours** of community service with NSS (2015–2016), contributing to sustainability and public health through tree plantation drives, blood donation camps, sanitation initiatives, and environmental surveys.
- Served as Sub-head, Publicity Committee – Jhankaar (Annual Cultural Fest, Panjab University); led **28 volunteers** to drive online and on-campus promotional campaigns across colleges in Chandigarh.