Siddharth Patel

Mobile: (813) 313 -7284 | **E-mail:** siddharth.patel109@outlook.com | sid-patel.com | GitHub | LinkedIn | LeetCode

KEY EXPERTISE

- Amazon Web Services (AWS)
  - Amplify, EC2, S3, DynamoDB, API Gateway, Lambdas
- Microsoft Azure and Purview
- Office 365 Suite and Administration
- Oracle PL/SQL and MySQL Management and Support
- Celigo Administration
- OwnbBackUp Management and Disaster Recovery
- Windows Server Administration
- Salesforce Data Administration
- Identity Access Management Administration

SKILLS

- Data Management, Protection, Prevention, and Retention
- Code Analysis and Manipulation
- Project Documentation, Training and Development
- Continuous Integration/Continuous Deployment (CI/CD) pipeline management
- Docker
- PowerShell/zBash Scripting
- HTML5/CSS/JS
- Python

PROFESSIONAL EXPERIENCE

Abacode, Inc
Jr. Data Security Engineer   August 2023 – October 2023

- Collaborated with clients on data governance and Data Loss Prevention strategies, enhancing security across diverse organizational environments. Focused on identifying security needs and developing tailored solutions to prevent data exfiltration.
- Led the initial stages of classifying and labeling sensitive data, including Controlled Unclassified Information and HIPAA-related information. Prototyped and tested data crawling processes, laying the foundation for senior engineers to implement secure information systems.
- Initiated and developed DLP policies, significantly reducing the risk of sensitive data being sent to unauthorized recipients. This proactive approach not only prevented accidental data breaches but also bolstered defenses against intentional leaks, complementing broader security measures.
- Co-developed DLP/Data Governance pipelines and assisted in migrating data from On-Premises to Microsoft 365. This enhanced cloud-based data management and ensured compliance with industry-specific auditing requirements.

KnowBe4
Database Manager   August 2022 - April 2023

- Managed a Salesforce tenant with over 5 million records, maintaining General Data Protection Regulation compliance and data integrity, crucial for effective sales lead and contact management.
- Oversaw multiple SaaS Salesforce integrations, including OwnBackUp,Celigo, Insycle, DemandTools and NetSuite, ensuring system compatibility and performance through proactive monitoring and updates.
- Administered Descartes Visual Compliance in Salesforce, conducting screenings to ensure compliance and prevent disruptions in sales operations.
- Handled 2-4 Data Subject Rights requests weekly, maintaining data privacy and secure deletion of PII, aligning with audit requirements.
- Led a CRM integration project that cut database management costs by 10% through improved parallel processing methods.
- Worked with legal and compliance for data privacy law adherence, improving data accuracy and user practices through education.
- Directed a PII anonymization project in 20+ sandbox environments, enhancing data protection and enabling safe developer testing.
- Efficiently processed a high volume of Salesforce CRM requests, completing approximately 1,300 in Q4 2022 and 1,400 in Q1 2023, while consistently maintaining top Service Level Agreement response times.
- Conducted daily health checks and data normalization for 2-3k records, dedicating 1-2 hours to ensure data integrity and loading clean records into Salesforce, in addition to managing CRM requests.
- Implemented policy enforcement protocols through educational emails to sales team for records with incomplete data, promoting adherence to best practices and continual improvement without punitive measures

Agilethought
Monitoring & Application Support Specialist   **November 2018 - August 2022**

- Oversaw and enhanced client website support, significantly boosting user interaction through automated raffles and content updates. Spearheaded Azure and MySQL enhancements, ensuring robust site functionality and a superior user experience.
- Earned a promotion to 1st shift through exemplary performance, seamlessly transitioning to support a pharmaceutical client's IT needs. Managed SQL tickets, SaaS application issues, and Jenkins deployments, while providing crucial Epic/Milli system support and overseeing client-specific projects.
- My ticket resolution accounted for up to 20% of the team's workload, significantly improving response times and client service efficiency.
- Contributed to key release management operations, ensuring consistent system uptime for a pharmaceutical client's critical systems during regular monthly updates.
- Delivered analytics that informed strategic decisions, streamlining service agreement utilization and resource management.
- Transformed a pharmaceutical client's ETL process with automation, enhancing data handling efficiency, and reducing IT dependencies.
- Developed a comprehensive knowledge base and led new hire training, fostering team expertise and consistent, high-level client support.

EDUCATION

Bachelor of Science
Major: Business Analytics and Information Systems
University of South Florida

CERTIFICATIONS

AWS Certified Solutions Architect Associate – Completion Jan 2024
[AWS Cloud Quest: Serverless Developer](#)
[AWS Cloud Quest: Solutions Architect](#)
[Microsoft Certified: Information Protection and Compliance Administrator Associate](#)
[Netwrix Certified MSP Auditor Engineer](#)
[Netwrix Certified MSP Data Classification Engineer](#)
[AWS Certified Cloud Practitioner](#)
[Microsoft Certified: Power Platform Fundamentals](#)