

NELSON DAVID ORJUELA

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SUMMARY

Accomplished and detail-oriented Senior Security Analyst with expertise in information security management, cloud infrastructure, and cybersecurity. Proficient in leveraging advanced tools such as AWS and Microsoft Azure to design, implement, and manage secure IT environments. Recognized for exceptional analytical skills, effective communication, and a commitment to accountability. Fluent in Spanish and experienced in translation, team management, and technical education, with a proven track record of leadership during challenging times. I also count with a worthy profile in Humanities after having a master's degree in Analysis of Discourse, from where I could have produced and published articles related to my subjects on peers' review's specialized journals (<https://orcid.org/0000-0002-4290-6076>).

SKILLS

Information Security Management • Amazon Web Services (AWS) IT Operations • Cloud Infrastructure & Identity • Access Management (IAM) • Vulnerability Assessment & Cybersecurity • Data Analysis & Analytical Skills • PowerShell Scripting & Automation • Research & Teaching • Team Building & Team Management • Spanish English Translation

EXPERIENCE

Accenture, Identity and Access Management Infrastructure Senior Analyst

Nov 2018 - Nov 2024

I was part of the Global Service Operations – Identity and Access Management (IAM) team, that provides infrastructure engineering, application development and operational support for Accenture's global authentication and authorization systems.

Here is a list of the most important assigned tasks:

- Maintain and update system documentation. I stand out my participation into the re-organization and publication of the most important sets of playbooks of three IAM areas into the company: Operations, Certificates and PAM. As a result, the project could decrease general customer service SLAs in an average of 10% in the last two quarters of fiscal year 2019 bringing more time to training and researching to involved areas.
- Frequently analyze the existing ID life cycle framework UIs and propose enhancements or new features. I highlight my participation as POC from Operations area in the provisioning and deploying cutovers to SailPoint (IIQ and IdentityNow), the unified security platform that company started to deploy from 2019 and 2023, where more than 75% of the data was managed through it. The switch significantly leveraged the security of data, simplified the operational framework at integrating several former solutions in just one, and permitted a better engagement with cloud infrastructure, that automatically made the company safe millions without losing commitment.
- Test applications and systems. I can talk about some modifications suggested by our area to enhance the performance of SailPoint IdentityNow at processing new joiners and former employees. We could find some attributes were not replicating correctly, sometimes in the Active Directory, sometimes in the SQL auxiliary data bases, which caused long delays in the correct functioning of ID roles and accesses, as well as eventual security breaches. The trouble was remediated in the stage cutovers and did not come up in production. It made that deployment deadline to production was not moved and all ended on the schedule.
- Provide training and support to end users. As POC for support, I also had the opportunity to train new joiners.

All milestones are handled together from provisioning and deploying areas following a RACI matrix in general management, change management and main configurations. Given its relevance, systems require 24x7 monitoring and support to ensure availability and high performance.

Michael Page, Identity and Access Management Analyst

Feb 2018 - Nov 2018

I was part of the user's management area, in charge of creation, removal and changes of identities from Windows Server 2012 environments, using Exchange and Active Directory Microsoft services. The role includes solving hardware and software final users' incidents by RDP, and manage (creation, removals, changes) users on Cisco platform and Citrix receiver. In addition, the role shall eventually be part of the operational discussions among different tiers related to IDs lifecycle matters.

Stefanini SRL., Identity and Access Management Analyst

Sep 2015 - Jan 2018

IT identity management incidents position. Agent guarantees processes compliance according to required parameters, following up and monitoring tasks for their resolution. Representative is responsible for managing groups, distribution lists and boxes from Active Directory and run permissions for shared resources. It is necessary to analyze and detect hardware issues, as well as software, network, Windows, office, VPN, Citrix and Office 2010 /2013 concerns. Besides, analyst must have knowledge on IT Security, as well as trilingual communication proficiency (English- Portuguese – Spanish). Most important achievements were: - Successfully execution of improvements in ID Lifecycle process, especially on security breaches in the exchange windows server, reducing vulnerabilities by 15% in last two quarters of 2016. In this position, I participated in the implementation of several Power Shell scripts destined to enhance several "infrastructure as a service" tasks like security and automation deployments, as part of a script development campaign for automating several IaaS actions, adopted across the organization for its efficiency.

EDUCATION

- Arizona State University - W.P Carey School of Business. Bachelor of Science (Data Science). • 2026 –
- Universidad de Buenos Aires. Master in Arts (Analysis of Discourse) • 2010 – 2018.
- Universidad Pedagógica Nacional. Bachelor of Arts (Spanish-English) • 2024 – 2010.

LICENSES & CERTIFICATIONS

2025 CompTIA Security+: Fundamental Security Concepts
2025 CompTIA Security+: Security Goals & Controls

2025 AWS Solutions Architect Associate 2022: Managing S3 Buckets
2025 AWS Solutions Architect Associate 2022: App & Coding Services (Certified)
2025 AWS Solutions Architect Associate 2022: Architecture & Tools (Certified)
2025 AWS Solutions Architect Associate 2022: Data Storage Services (Certified)
2024 Cloud Practitioner Fundamentals (Certified).
2023 AZ-900: Microsoft Azure Fundamentals (Certified).

2024 Artificial Intelligence and Machine Learning (Certified).
2024 ChatGPT Prompt Engineering Examples & Use Cases (Certified).
2024 Generative AI APIs for Practical Applications: An Introduction
2020 (Certified). SailPoint Identity IQ Implementation: Rules, Scripts, and 2019 API v8.0

SailPoint Identity IQ Introduction v7.2.
2020 SailPoint Identity IQ Administration: Essentials v7.2.
2020 SailPoint Identity IQ Advanced Implementation: Plugins v7.3.
2019 MS-20740 Installation, Storage, and Compute with Windows Server 2016.

LANGUAGES

English: Fluent

Spanish: Fluent

Portuguese: Intermediate

REFERENCES

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