Nilansh Kohli

Senior Software Engineer
8.11 years of experience in IT Industry

Profile

Experienced IT professional with 8+ years of expertise in delivering automation and access management solutions across enterprise environments. Skilled in building Python-based tools integrated with ServiceNow, Azure, and Flask to streamline User Access Management workflows. Experienced in translating business requirements into scalable solutions and supporting multiple client-defined use cases through full-stack development. Proficient in stakeholder collaboration, audit support, and process improvement. Certified in ECBA, AZ-900, and ITIL Foundation. Brings strong knowledge in the Oil & Gas sector and a consistent focus on enhancing efficiency, compliance, and user experience through intelligent, automated solutions.

CGI experience

Requirement Engineering, Shell - dates (7/16 to 04/17)

As a Junior Business Analyst in requirement engineering, I analysed and derived additional requirements, documented specifications, and validated requirements against user needs. Utilized IBM Rational DOORS to optimize requirements management, communication, collaboration, and verification across the organization and supply chain.

Key Achievements:

- Analysed and documented over 50 requirements, ensuring alignment with user needs.
- Successfully validated and verified requirements, contributing to improved project accuracy.

UAM (User Access Management), Shell - dates (05/17 to 03/2023)

As a UAM analyst in Shell COMO H3, I took ownership of rollout activities and country migrations, transitioning users from pre-production to production environments. I handled service escalations, quality assurance, and incident management.

Key Achievements:

- Managed creation, modification, and deletion of user accounts across 27 enterprise applications.
- Achieved consistent SLA adherence in incident management, earning team and client appreciations.
- Resolved over 500 incidents with quick turnaround times.
- Collaborated with application teams and service desks to resolve customer issues efficiently.
- Supported internal and external audits by gathering and preparing evidence.
- Provided knowledge transfer (KT) to team members on various applications, enhancing team capabilities.

EXPERIENCE SNAPSHOT

INDUSTRY EXPERTISE

- User Access Management (UAM)
- Automation & Workflow Design
- Cloud-based Solution Delivery
- Audit & Compliance Support
- Oil & Gas – Upstream & Downstream

TECHNICAL SPECIALIZATIONS

- Python (Automation & Backend Development)
- Azure Services (App Service, Logic Apps, Storage, Key Vault, Networking)
- ServiceNow Integration
- Flask Framework
- IBM Rational DOORS
- Power BI & Data Presentation
- Microsoft Office Suite

- Led bulk request handling, ensuring tasks were completed within SLA.
- Validated tickets and assured quality as part of the QA team, contributing to reduced errors.
- Prepared and shared global controls with the C&C team, standardizing processes.

UAM Automation Tool (User Access Management), Shell - dates (03/23 to 01/2025)

Developed a Python-based User Access Management (UAM) automation tool, leveraging the PYODBC driver for seamless integration with the GFN application database (Microsoft SQL). The tool automated user access operations, including creation, modification, and removal, reducing manual errors and saving significant manual work. It generated detailed logs for a clear audit trail, enhancing accountability and system reliability.

Key Achievements:

- **Enhanced Efficiency**: Streamlined user access management processes, significantly reducing the time required for manual operations.
- **Improved Accuracy**: Automated repetitive tasks, minimizing the potential for human errors and ensuring consistent and reliable access management.
- **Audit Trail**: Generated comprehensive logs for all operations, providing a clear and detailed audit trail for accountability and compliance.
- **Seamless Integration**: Successfully integrated the tool with the GFN application database using the PYODBC driver, ensuring smooth and reliable data interactions.
- **Technical Proficiency**: Utilized Python's extensive libraries and dynamic typing to develop a robust and efficient automation tool.
- **Cross-Platform Compatibility**: Leveraged Python's cross-platform capabilities to ensure the tool's functionality across various operating systems.
- **Stakeholder Communication**: Delivered comprehensive reports and email notifications, keeping stakeholders informed about the status of user access requests.

UAM Automation Tool (User Access Management), New Client - dates (01/25 to Present)

Developing a Python-based UAM automation solution that integrates ServiceNow with a Flask backend deployed on Azure App Service. The platform automates ticket creation, routes manager approvals through Azure Logic Apps, processes JSON payloads for multiple access-management use cases, and issues real-time email notifications to stakeholders, delivering a seamless end-to-end user-access experience.

Key Achievements:

- **Automated Ticketing:** Integrated ServiceNow APIs to create and update access-request tickets without manual intervention.
- **Approval Workflow:** Orchestrated email-based manager approvals that trigger backend processing upon confirmation.
- **JSON-Driven Processing:** Structured user details in JSON for uniform validation and streamlined backend logic.
- **Full-Stack Delivery:** Built Python/Flask services and connected them to the frontend for Multiple use cases.
- **Robust Notifications:** Implemented Azure Logic Apps to send status updates and completion emails to users and approvers.
- **Cloud Deployment:** Containerised and deployed the application on Azure App Service for scalable, maintenance-friendly operations.

Cloud Computing Knowledge:

Azure:

- Automated build, deployment, infrastructure, and processes.
- Implemented Azure load balancer and managed traffic with Traffic Manager.

- Maintained Azure Key Vault and managed various Azure services (IaaS, PaaS, VSTS, Azure SQL, MS SQL, IIS, Web Apps, Cloud services, Storage).
- Migrated data using Azure Storage Explorer.
- Managed branching and merging strategies/policies.
- Deployed and monitored Azure VMs through OMS.
- Configured Self-Hosted Agent and SPN Service Principal Name.
- Managed virtual disk allocation based on client and application needs.
- Proficient in Azure networking, storage, VM provisioning, RBAC, NSG, automation, AZ Copy, Storage Explorer, AD, Application Insights, ARM Templates automation.
- Provided customer support and troubleshooting.
- Experienced in Azure site recovery services, Azure Backup, and restoring deleted VMs.
- Troubleshot Azure-related issues and engaged internal teams.

Certifications:

- AMCAT Certified in English Comprehension
    Aspiring Minds, License 1687212-283
- AMCAT Certified Data Processing Specialist
    Aspiring Minds, License 1687212-211
- AMCAT Certified Business Analyst
    Aspiring Minds, License 1687212-94
- Completed AZ - 900 certification
    Certification Number: 1578-5260
- ITIL - Foundation Certification:
    Certificate Number: GR671751153NK

Awards:

- Award and Recognition: Corona Award from CGI for contribution to "Shell Requirement engineering team" as most successful team for Q2 2017.
- Certificate of Appreciation from Shell for supporting the transformation of Shell's design standards to technical requirements.
- Certificate of Appreciation from CGI for developing the UAM Automation Tool to manage user access in UAM managed applications.

Trainings:

- Completed **AWS Certified Solution Architect - Associate Certification** training from Vepsun Institute Bangalore.
- Completed AI for Software Engineers and Product Manager.
- Diploma of Completion from UiPath for **UiPath Business Analyst Training.**
- Completed **Unix shell scripting** for Beginners.
- Completed **ITIL** foundation certification.

Skills summary

Skill	Number of years	Skill level*
Technical skills		
Python	2 Year	3
Business Analysis	6 Years	4
Unix	6 Months	2

Skill	Number of years	Skill level*
Azure	2 Year	3
Oil and Gas	8 Years	4
Application knowledge		
Applications used in Shell Fuel Cards business (Shell H3) UAM	7 years 6 months	4
IBM Rational Doors	1 Year	3
Microsoft Office		4
Other relevant skills		
Presentation skills		4
Communication skills (English)		4

*Skill Level: 1 = Basic, 2 = Intermediate, 3 = Advanced, 4 = Expert