

Richard Dong

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Summary

Cybersecurity professional with 4+ years' experience across engineering, analysis, and operations. Skilled in automation, identity governance, and system integration with a focus on secure, collaborative solutions and clear communications.

Experience

NBCUniversal Media, LLC

DevSecOps Engineer

New York, NY

June 2023 - August 2024

- Enhanced 4 key updates to NBCU's IAM API, boosting functionality, tightening security, and reducing vulnerabilities across 30+ integrated apps.
- Monitored over 20 IAM endpoints handling 100K+ daily requests using Splunk and Datadog; built dashboards to identify user behaviors and improve alerting.
- Authored 15+ technical docs and diagrams (Confluence, Lucidchart)—from SoPs to feature specs—cutting task handoff and execution time by 50%.
- Orchestrated information security initiatives across multiple teams/vendors, driving SDLC tooling and technology improvements to strengthen IAM infrastructure.
- Optimized CI/CD pipeline security by managing TeamCity/Azure Repos, integrating SAST (Snyk), and automating ServiceNow alerts via Datadog.

Guidehouse Inc

SailPoint IIQ Developer

San Francisco, CA

November 2022 - April 2023

- Crafted 3 IAM strategy decks on SailPoint training paths, IGA tool comparisons, and identity assessment frameworks for stakeholder education and planning.

PricewaterhouseCoopers

Identity Access Management Associate

San Francisco, CA

February 2021 - September 2022

- Enhanced SailPoint IIQ security and stability across 12 releases by refining lifecycle logic and resolving sync gaps between HR and AD systems.
- Resolved 300 identity issues in SailPoint and Azure, rolling out 4 automation workflows that cut ServiceNow ticket volume by 15% and sped up resolution time.
- Managed Azure IAM services: registered 10 enterprise apps, implemented 20 SAML SSO configs, and support Microsoft MFA policies and resets..
- Produced daily reconciliation reports and monthly IAM summaries; remediated onboarding/offboarding mismatches to improve visibility and reduce access risk.

Ernst & Young (formerly Sila Solutions Group)

Senior Consultant

San Francisco, CA

August 2019 - September 2020

- Delivered 2 SailPoint IIQ features end-to-end for a federal deployment, contributing to a multi-million-dollar contract extension.
- Automated inactive account deactivation, strengthening identity hygiene and reducing manual remediation by 99%.
- Tested 4 features and streamlined documentation, cutting delivery time by 20% and improving developer efficiency.

Fidelity Investments

Associate Software Engineer

Durham, NC

September 2017 - July 2019

- Revamped a legacy internal web app, boosting usability from 50% to 100% and resolving 50 UI defects through front- and back-end improvements.
- Developed 5 automation tools with Python, AWS, and Jenkins, cutting workflow processing time by 99%.
- Reduced DevOps team workload by 20% by maintaining Jenkins pipelines and supporting CI/CD deployments across multiple application teams.

Education

Bachelor of Science | Computer Science

Rensselaer Polytechnic Institute

Troy, NY

2017

Certifications

CompTIA Security+

CompTIA • 2025

Azure Fundamentals (AZ-900)

Microsoft • 2023

Skills

Identity & Access Management: Sailpoint Identity IQ, Active Directory (AD), Azure Active Directory (Entra), LDAP

Security & Monitoring Tools: Splunk, Datadog, Snyk, Intune, Log4J

Development: Python, PowerShell, Bash, Java, Javascript, TypeScript, VS Code, Eclipse, JDBC, REST API, SCIM, Postman, WireMock

DevOps: Git, Azure DevOps, Jenkins, Teamcity, Docker

Cloud & Infrastructure: Microsoft Azure, AWS, Apache Tomcat, Linux (Red Hat, Ubuntu), Windows

Data & Reporting: SQL, MySQL, Microsoft SQL Server, Oracle DB, DB2, Power BI, Excel, Tableau

Productivity & Collaboration: ServiceNow, Jira, Confluence, MS Office

Cyber Security Concepts and Frameworks: RBAC, ABAC, NIST CSF 2.0, ISO 27001 & 27002