Samuel Collins

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Professional Summary

Senior Consultant with experience driving Identity & Access Management (IAM) programs and implementing SailPoint Identity Security Cloud for Fortune 500 clients. Partners with engineers and stakeholders to translate business needs into technical requirements and delivers solutions hands-on. Communicates progress, KPIs, and risks to executive leadership to drive decisions. Lehigh Computer Science and Business Honors graduate combining technical depth with process design.

Skills

Product & Delivery: Requirements gathering, prioritization, KPI reporting, process design, technical documentation
Data & Analytics: SQL, Microsoft Excel, Microsoft Power BI
Tools: JIRA, Confluence, ServiceNow, Microsoft Visio, Lucidchart, Git, VS Code, Microsoft Copilot, Anthropic Claude
Domain: Identity & Access Management (IAM), SailPoint Identity Security Cloud

Professional Experience

Protiviti Inc. | Boston, MA *September 2023 - October 2026*
Senior Consultant, Security & Privacy Technology Consulting

Customer Data Access Governance Program - Fortune 100 Telecommunications Company

- Coordinated a cross-functional program to discover, classify, and restrict non-U.S. access to customer data across 1,000+ applications, improving efficiency and consistency of the process for app teams across 15+ client organizations.
- Improved per-app discovery time 65% (20 to 7 min) by replacing ad hoc interviews with a standardized intake form completed live with app teams, improving information accuracy and making post-meeting action items clear.
- Co-designed a prioritization framework, ranking apps by deadline, risk, complexity, team readiness, and business need.
- Built and owned the program-wide tracker, giving each client org a focused view of its apps, priorities, and progress.
- Briefed the client CISO and steering committees twice weekly on KPIs and at-risk apps, shaping escalations and strategy.
- Served as primary contact for 50+ app owners and developers, resolving cross-team blockers in working sessions and documenting processes, SLAs, and troubleshooting steps in SOP and Confluence documentation.

Identity Platform Implementation (SailPoint ISC) - AmLaw 100 Global Law Firm

- Translated client requirements into SailPoint ISC configuration as implementation engineer, reducing security risk, automating manual IT tasks, and supporting regulatory compliance.
- Configured 10+ custom workflows and data transformation logic to extend ISC beyond out-of-the-box behavior, replacing manual coordination between managers and IT during employee changes.
- Managed shifting business requirements, identifying new requests and making adjustments to meet client expectations.

Post-Acquisition Identity Consolidation (SailPoint ISC) - Fortune 500 Global Marketing Communications Company

- Migrated and refactored 10+ workflows, system integrations, and data transformation logic into a single ISC environment after an acquisition, closing gaps between current- and future-state requirements.
- Wrote AI-assisted test cases and updated requirements and solution documents for end-to-end testing.

T-Mobile | Parsippany, NJ *June 2022 - August 2022*
Project Management Intern

- Built a Power BI dashboard to analyze cell tower permitting cycle times by town, county, tower type, and vendor to help forecast permitting timelines across the NJ market.
- Identified and presented data integrity issues affecting 9,000+ rows of NJ market data.

Deloitte | Prague, Czech Republic (Remote) *May 2021 - June 2021*
Technology Consulting Intern

- Researched SAP S/4HANA software and presented findings to team leaders and sponsors on target customers, adoption drivers, and implementation strategies for organizations migrating from legacy systems or starting from scratch.

Education

Lehigh University - P.C. Rossin College of Engineering & College of Business
Bachelor of Science in Computer Science and Business (Honors Program) *May 2023*

- Vice President, Computer Science and Business Association (CSBA)
- Professional Chairman, Sigma Phi Delta Engineering Fraternity

Certifications

SailPoint Identity Security Expert (2026) | SailPoint Identity Security Professional (2025) | Microsoft SC-900 (2024)