

POOJA SINGH

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EDUCATION

UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK

Master of Science, Management Information Systems (STEM Designated) GPA: 3.8/4.0

July 2025

- Present

Relevant Coursework: IT Audit (CISA aligned), IT Risk Management (CRISC aligned), Gen AI and AI for Manager(s), IT Process Quality Management (Six Sigma), System Analysis and Design, Digital Product Management, Database Management System

CORE SKILLS / CERTIFICATION

- **Tools:** ServiceNow, Salesforce, SAP, Azure DevOps, MS Office Suite, JIRA, Visio, GitHub, Splunk, Postman, ChatGPT.
- **Knowledge Areas:** Information System Audit, IT Governance Risk, Compliance Management, IT General Controls (ITGC), ITIL-V3, CIS Top-18 Controls, ITSM, NIST Cybersecurity, HITRUST CSF, HIPAA, GDPR, SOX, PCI-DSS, SOC1, SOC2, COSO, COBIT.
- **Certifications:** Certified Information System Auditor (CISA) (WIP), ServiceNow Certified System (Certified, Feb 2026)

EXPERIENCE & EXPOSURE

Intern R&D Framework | Inmorphis Inc| Remote NY

June 2026 – Present

- ServiceNow IRM & GRC research work for UKG customer, developing POCs and process optimization research.

Student | University at Buffalo | NY

June 2025 – Present

- **AI Exposure**
 - Building custom LLM using LLM-Anywhere and setting the parameter for different AI outputs.
 - Prompt engineering, Vector Analysis, decision matrix.
 - AI workflow building using different model versions, AI analysis for Baise, cultural fit and hallucination.
- **ServiceNow**
 - Requirement gathering and interpreting them into actionable items and a technical feasibility study.
 - Writing business rules, client scripts, and designing forms, configuring ACL, SLA/OLA, and role/group implementation.
 - Custom survey creation for multiple process and modules.
 - Dashboards, reports, scheduled reports, and widgets for dashboard(s) using performance analytics.
 - Experience in defining KPIs, Reporting, Dashboards, and managing automated weekly - monthly reports for stakeholders.
 - Well verse with server side and client side API and script(s)
 - Implementation of plugins not limited to AWA, Coaching, Task intelligence, etc.
 - Custom scoped and global application creation.
 - Data Archiving on the heavy tables to improve the overall table performance.
 - Well versed with ServiceNow version upgrade process. Starting from skip logs to bug remediation.
- **GRC and Audit**
 - Spearheading audit functions to reduce escalation and highlighting risk and gaps in the process or matrix.
 - Analyzing risk, drafting corresponding controls, and managed scope based on risk matrix for the first line of defense.
 - Leading change management audits and testing for ITGC controls, documented and presented reports to the management and board.
 - Lead the initiative of redesigning the product solution using Six Sigma principles & Process Engineering, boosting operational efficiency and user satisfaction by ~25% by shifting repetitive tasks to self-service for end users and power users (reducing SME fulfillment time).

ACADEMIC PROJECTS

IT AUDIT MANAGEMENT AND QUALITY ASSURANCE

- Research paper assignment **"Human AI Collaboration in Knowledge Work"**
- Research paper assignment **"LLM: Usage of ChatGPT and AI Tools. An academic analysis from an auditor's perspective."**
- **Enterprise Risk Management at Pride Point Bank:** Performed complete risk lifecycle for risk assessment and suggested ITGCs to mitigate risk for a \$3.6 billion mid-sized bank merger

- **Program Inc. SOX Compliance:** Identified processes for financial reporting, evaluated control design and operating effectiveness of IPO-listed software company.
- **Trends in the Adoption of Risk Management Frameworks in the Technology Domain:** Researched various frameworks for organizations in adapting to mitigate the risk using ITGCs related to different technologies.
- **Research for LinkedIn Data Breach:** Identified missing Top 18 CIS Controls that led to the data breach at LinkedIn.
- **Case study on GenAI:** AI implementation preparedness of an organization, and analysis of inherent risk and control Implementation.
- **Case Study:** Identified key controls and checks that can be introduced to improve data quality and process adherence.