

SHANNON AGARWAL
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Objective

To obtain a senior position where my 10+ years of IT infrastructure, program/project management, and cyber security experience will assist in driving a cyber security-aware business culture and an IT organization focused on delivering effective risk management strategies, continuous compliance, expertly engineered technologies, and service to the organization.

Certified, Results-Oriented and Visionary technician who thrives in a challenging, fast paced organization delivering advanced technology systems, solutions, architectures, and applications. Effective mix of business management, project management, and technology with the ability to exceed performance goals, operating requirements, and financial objectives. Successful track record of transforming global IT operations and exceeding business-aligned IT objectives. Renown for providing expert recommendations regarding prioritization of IT and cyber security investments that mitigate risk for the organization.

Core Areas of Expertise

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|---------------------------------------|--|-------------------------------------|
| • Cyber security / IT Risk Management | • Cloud Services / Mobility | • Security Awareness |
| • Business Contingency Planning | • Regulatory Compliance | • IT Policy |
| • IT Disaster Recovery | • Project Management | • IT Metrics |
| • IT Architecture / Operations | • 3rd Party Risk Management | • Threat Management |
| | • Executive Management / Board Reporting | • Vulnerability Management Strategy |

Work Experience

Bank of America, Dallas, TX Information Security Analyst

January 2016–July 2017

Responsible for delivering on all aspects of engineering and support for deployments of the RSAM GRC application including database logging, analysis and troubleshooting in a Windows virtual environment. Managed concurrent high visibility customer-facing projects using Agile/UAT/SDLC methods in a fast-paced environment. Designed and executed test cases for different releases of the GRC product. Researched, documented process flows and implemented workflow applications to support the Information Security teams.

Key Results:

- Improved efficiencies for RSAM Workflow and Compliance Management Solutions enhancements including requirements gathering and prioritization saving the group on average 20% time in the early phases of projects, estimated to be 200 hours per project
- Reduced the number of privacy event and incident management issues by 10% through tuning of alerts and error conditions within the application
- Improved third party information security review process which led to overall reduction in vendor risk management timeline for assessments for Bank critical vendors
- Testing of GRC application releases reduced by 40% due to automating of test execution saving company an estimated \$200,000 per year in engineering costs
- Implemented changes to enhance responsiveness of the GRC application and prevent repetitive errors that led to 50% reduction in helpdesk calls saving \$50,000 in IT cost and overall better customer experience
- Reduced the vulnerability management lifecycle by 25% through automating the identification of issues with online scanner solution saving IT Operations estimated 400 man-hours per quarter

JP Morgan Chase & Co, Dallas, TX Data Center Project Lead

December 2010-January 2016

As a key member of JP Morgan Chase Corporate Investment Bank team, responsible for managing application, server, patching lifecycle management, storage upgrades, firmware upgrades, and decommissioning. Collaborate with Business and Technology teams to establish scope / guidelines, perform infrastructure discovery and application dependency analysis, determine business requirements, identify migration strategies, negotiate schedules and provide ongoing coordination. Track and report all application instances scheduled for migrations.

Key Results:

- Coordinate closely with SAs, DBAs, Middleware, Implementation Engineers, Network and Storage teams to ensure successful execution of Migrations on time within budget with zero defects
- Managed successful migration of critical production and contingency servers with no impact to business
- Analyzed program schedule for errors, risks, opportunities and program resource allocations
- Supported the PM in creating executive-level reports and presentations
- Applied strong leadership skills, exhibited deep knowledge of the enterprise apps, and gained strong experience in data migration and integrations

JP Morgan Chase & Co
Sr. Implementation Engineer

Responsible for delivering coordination and leadership on projects involving core technology services. Projects involved physical/virtual servers, SAN, DR/HA activities, NetBackup, Microsoft SQL Clusters, .Net Frameworks, Microsoft IIS and Security/Risk/ISO compliance for delivery of production ready infrastructure.

Key Results:

- Enabled seamless operational failover between sites and fast, cost-effective physical-to-virtual (P2V) disaster recovery by installing components that integrate with VMware and Microsoft virtualization environments
- Improved efficiencies for server build time by creating automation scripts in PowerShell to improve delivery times
- Validated security requirements for CyberArk by ensuring that the correct processes are in place to provide pre-production access for application developers
- Collaborated with Application Development to ensure consistency and compliance with JPMC Risk Policies

JP Morgan Chase & Co
Sr. Systems Engineer

Managed and supported production support environment involving mission-critical data such as PCI and stock market data via monitoring controls for access management and tracking

Key Results:

- Evaluate and deploy critical patches needed for production systems in line with policy expectations and compliance requirements (PCI)
- Worked with the DevOps teams to ensure security was considered and implemented early in the development cycle to ensure a mature application security program based on OWASP concepts
- Assist with the overall security compliance audits including third-party audits including working with the engineering teams on device security baselines, validations and audits
- Designed work plan to get fully compliant with the PCI regulatory standards and best practices for business unit
- Led a monthly significant cost savings decommission program by moving from a physical to virtual environment
- Administered 10,000+ Windows Server 2008, 2012, environment including system monitoring, configuration, trouble-shooting, and patching with automation using SCCM
- Managed Active Directory, Group Policy configuration and design as well as DNS, DHCP, WINS
- Manage virtualization platforms and tools (VMWare, ESX, VCenter, etc.)

Bank of America, Dallas, TX
Infrastructure Storage Engineer

December 2009 – December 2010

Responsible for working with various lines of business to ensure critical data is protected to meet business/regulatory requirements. Validated backup requirements for various versions of UNIX, Linux, and Microsoft Windows. Mapped infrastructure to fulfill documented backup requirements. Responsible for implementation of NetBackup master/media servers and clients per backup requirements.

Key Results:

- Contributed to streamlining business process to request, validate, track, and implement backup requests for hundreds of projects and thousands of servers by contributions to business process improvements
- Collaborated with vendors, BAC teams, and application teams to schedule servers for migration, meeting go-dark dates for old hardware, reducing financial penalties and contributing to documented processes
- Established and maintained relationships with clients and business units within Bank of America

Exxon Mobil, Ft. Worth, TX
Systems Operations Analyst

April 2008 – December 2009

Responsible for working with NetBackup in a large environment on both Windows Servers. Involved in installation, configuration, upgrading, patching and troubleshooting on Master, Media and clients servers

Key Results:

- Administration of NetBackup backup policies and performing day to day operations in Active Directory that included administration and maintenance of the AD forest such as DNS namespace, DHCP and Group Policies, and account management
- Implemented P2V technology for all development and production systems to VMWare to reduce footprint

Accenture, North America
Solutions Architect

March 2006 – October 2007

Provided technical and consultative support for client solutions opportunities on a range of IT and storage consulting engagements. These projects included assessment, requirements definition, evaluating and architecting storage solutions, and developing policies, and procedures to help our clients assess, design, and implement strategic storage initiatives. Implemented large-scale mission critical infrastructure and applications

Key Results:

- Led non-disruptive migrations of large customer data
- Assisted senior staff with the successful execution of all consulting engagements including; evaluating customers strategic business issues, identify requirements, create business case justifications, and propose appropriate enterprise solutions

Dell Computer Corporation, Austin, TX
Storage Analyst

June 2000-March 2006

Provided advanced technical support in a case based management environment processing excellent customer service skills and the ability to make sound, informed decisions. Interfaced with Technical Account Managers and Sales serving as a point of contact in areas of expertise

Key Results:

- Achieved customer satisfaction of Dell server and fibre channel storage customers. Served as the escalation point for customers with advanced network operating system and network application, and storage issues in a SAN/NAS environment

Education

Associate of Arts & Applied Sciences, Multimedia and Computer Animation, Art Institute of Dallas

Skills / Competencies / Certifications

Technical: VMWare VSphere, AD, MS Windows Server, MS SQL, MS Failover Clustering, Cisco UCS, Microsoft SharePoint, Microsoft Project, Microsoft Azure, Microsoft System Center Validation, Symantec Netbackup, Dell Open Manage, WireShark, Qualys, RSAM, NetSkope, CyberArk, Splunk, Microsoft Identity Manager, N.I.C.E. Systems, ISS, Symantec ESM

Compliance Frameworks: PCI-DSS Compliance, ISO 27001/2, NIST Cyber Security Framework, NIST 800-series, ITIL

Scripting languages: HTML, JavaScript, PowerShell, *learning* Python

Certifications: ADIC Scalar. Dell PowerEdge Fast Track Certified