

SHANNON AGARWAL

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Senior IT pro with extensive experience in Business/System Analysis with in depth knowledge of business practices. Implemented security measures and protected mission critical and sensitive data. Passionate about finding technical and organizational security holes and figuring out how to plug them.

Technical Skills: VMWare VSphere, AD, MS Windows Server, MS SQL, MS Failover Clustering, Cisco UCS, Dell PowerEdge Servers, Microsoft SharePoint, Microsoft Project, Microsoft Azure, Microsoft System Center Validation, Symantec Netbackup, Dell Open Manage

Security Skills: PCI-DSS Compliance, ISO 27001, NIST, WireShark, Qualys, RSAM, NetSkoop, CyberArk, Splunk, Microsoft Identity Manager, N.I.C.E. Systems, ISS, Symantec ESM

Languages: HTML, JavaScript, PowerShell

Certifications: Certified on ADIC Scalar. Dell PowerEdge Fast Track Certified

Experience:

Bank of America, Dallas, TX
Information Security Analyst

Jan 2016 – July 2017

- Responsible for delivering on all aspects of engineering support for deployments of the RSAM GRC application including database logging, analysis and troubleshooting in a Windows virtual environment (e.g. Microsoft SQL Server and IIS) in accordance with ISO 27001
- Managed concurrent high visibility customer-facing projects using Agile/UAT/SDLC methods in a fast-paced environment
- Executed test cases for different releases. Researched and implemented workflow apps within the InfoSec teams
- Improved efficiencies for RSAM Workflow and Compliance Management Solutions enhancements including requirements gathering and prioritization
- Supported the following core missions: privacy event and incident management, third party information security, vulnerability assessments, and audit.

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

December 2010-January 2016

- Managed DC migrations focused on patching lifecycle management, storage upgrades, firmware upgrades, and decommissioning.
- Analyzed program schedule for errors, risks, opportunities and program resource allocations
- Supported the PM in creating executive-level reports and presentations
- Managed program risk and change request process
- 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

- Delivered 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 project implementations.
- 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
- Led end-to-end project delivery of production-ready infrastructure
- 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
- Led a monthly significant cost savings decommission program by moving from a physical to virtual environment

Bank of America, Dallas, TX
Infrastructure Storage Engineer

December 2009 – December 2010

- Reviewed business requirements, implemented, and supported a Netbackup environment
- 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

- Worked with Netbackup in a large environment on both Windows Servers. Involved in installation, configuration, upgrading, patching and troubleshooting on Master, Media and clients servers
- 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 and DR procedures

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 application
- 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

- 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
- 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

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