

Amandeep Jaswal

amanjaswal1995@gmail.com | +1 (732) 318 7127 | Carteret, NJ

EXPERIENCE

Public Service Enterprise Group

July 2019– Present

Senior Technology Engineer

Newark, NJ

- Worked with a cross-functional team of 12 to help business clients with system access requirements and ensure proper performance, also conducted regular risk assessments and developed strategies to mitigate identified risks
- Designed and conducted DR drill test to restore critical SOX financial applications and which resulted in the continuation of operations and reduced IT department UPO minutes by 15%
- Collaborated with cloud team and achieved an \$80K reduction in department overspending by minimizing the uptime of non-prod servers to improve prioritization of the \$6M department budget
- Implemented security policies to reduce the risk of unauthorized access to the servers which resulted in 20% fewer incidents and made 65 servers compliant with security and audit standards
- Collaborated with internal product owners and third-party vendors to migrate 10% of applications servers to the cloud and also led applications upgrades which resulted in better users performance with new features
- Reviewed funding with Line of business to verify the scope cost of the project and reduced 20 additional server costs by moving application servers to AWS cloud and ensured the smooth deployment to Production

Applied Intelligent Systems

Jun 2018 – June 2019

Technical Support Analyst Intern

New York, NY

- Reported and analyzed the root cause analysis of major issues, implemented policy changes to fix data issues in the Powerplant financial application during critical month-end close times
- Managed and organized the Jira ticketing system and assisted clients in troubleshooting their end devices also analyzed servers and database health checks on a daily basis
- Assisted in monitoring, maintenance, resiliency, and upgrading critical financial applications and coordinated with clients and different teams to discuss upgrade project/migration cost
- Developed and implemented new processes and procedures to improve the efficiency and effectiveness of the technical support team, resulting in a 25% reduction in resolution time for customer issues
- Assisted with the development and testing of new products and features, providing feedback and suggestions for improvements based on customer needs and experiences

Amazon

June 2015 - Sept 2016

IT Support Coordinator

Avenel, NJ

- Installed and configured computer hardware, software, systems, networks, printers, and scanners
- Maintained log document to keep track of upcoming system updates, also repaired and replaced equipment as necessary
- Collaborated with internal clients to troubleshoot and diagnose all hardware and software issues reported
- Assisted SLT group in the management of creating training materials for the users to fix most common computer issues

PROJECTS

Reporting Manager Software | Design, Planning, Budgeting, Security

Jun 2020 – Jan 2021

Project Manager

- Analyzed project scope, requested SOW changes for integration and automation, resulted in 70% fewer report errors
- Implemented Reporting software product with a 600K budget for LOB to process reports to post to SAP
- Reduced the project cost by \$75k by utilizing the existing job scheduler and also implemented an efficient server budget, which resulted in \$2k ongoing monthly savings for servers O&M cost.
- Collaborated with business partners and clients to gather project requirements and ensure that project deliverables met the deadline. As a result, the project went live 35 days earlier than the planned end date

EDUCATION

New Jersey Institute of Technology

May 2019

Bachelor of Science, Information Technology Networking and Security

Newark, NJ

SKILLS & CERTIFICATIONS

- **Technical Tools:** Visual Basic, Server Management, Financial Modeling, Python, IIS, VirtualBox, CyberArk
- **Software:** JAMS Job Scheduler, IBM TRIRIGA, SharePoint, Password Manager, AWS, Venfai, ServiceNow
- **Certifications:** Python with Coursera, CompTIA Security+, Pursing AWS Solutions Architect Associate