



Hari Chandana Jagata

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Summary

Impact-focused technology professional with 4.8 years of experience in driving process improvement, enterprise application support, automation, and cross-functional collaboration. Consistently led initiatives that enhance operational efficiency and system resilience. Skilled in stakeholder management and translating business needs into effective, scalable technical solutions with strong focus on usability, and long-term impact.

Professional Experience

Service Assurance Engineer II | American Express | Gurgaon, India

- Drove operational efficiency by conducting structured root cause analysis on 250+ high-priority incidents, implementing permanent resolutions to reduce recurring issues and ticket volumes.
- Collaborated with cross-functional teams across business, technology, and infrastructure to deliver seamless software upgrades, bug fixes, and new user requirement integrations aligned with global priorities.
- Strengthened governance and reduced risk by leading change management for business-critical production systems, ensuring 100% audit compliance.
- Built dashboards for the application validation automation initiative, enabling visibility into platform health to support leadership insights. Scaled the compliance dashboard across the technology organization, enhancing visibility and alignment with Amex's colleague-centric transformation.
- Streamlined efforts by onboarding ~97 automations to Amex's central Enterprise Automation Platform (EAP), reducing duplication across teams and driving scalable, coordinated execution.
- Led documentation efforts and knowledge transfers by creating SOPs, authoring 20+ knowledge articles, and conducting KT sessions to enable seamless team transitions.

Service Assurance Engineer III | American Express | Gurgaon, India

- Enabled timely global financial reporting by managing end-to-end support for enterprise accounting platforms like Oracle Essbase, Oracle Analytics Server, and Oracle Database, maintaining over 97% uptime across business-critical systems.
- Advanced strategic workforce management by developing APIs and dashboards for Amex's in-house Vendor Management Tool, streamlining contractor oversight. Developed employee enterprise training dashboard to streamline compliance tracking.
- Enhanced system resilience through disaster recovery planning, testing, and validation protecting enterprise financial reporting systems from unplanned outages ensuring seamless business continuity.
- Optimized a key data load process by configuring partial table refreshes in the data administration console, reducing end-to-end load time by 90%.

Education

B. Tech (Electronics and Communication) – *National Institute of Technology, Delhi |India*

Accomplishments and Awards

- Recipient, Amex Centurion Award (2024) – Recognized for outstanding contributions at American Express.
- Finalist, Amex Growth Hack (2025) – Advanced to the top 6 out of 200+ teams with *ElevateCx*, an idea to enhance customer experience.
- Semi-finalist, Amex Growth Hack (2023 & 2022) – Ranked among the top 25 teams across the organization in consecutive editions.
- Speaker, Amex DevCon (2024) – Presented at the company's internal developer conference.
- Finalist, TechGig Geek Goddess (2020) – A women-in-tech coding challenge.
- Runner-up, Amex Makeathon (2019) – Led a 4-member team to design a solution for millennial engagement; received an internship offer with Amex.

License & Certifications

Better Up Coaching

Harvard Leadership Edge Certification in Decision making with Data.

Co/Extra-curricular

- Member, Student Alumni Relations Committee, IIM Ahmedabad.
- Volunteered as a teacher at Nai Kiran Universal School, an education-focused NGO, empowering underprivileged children with essential skills and academic outcomes. Recognized with the Educationist Award by the Association of Inner Wheel Clubs of India for contributions to community education.
- Served as General Secretary of ALTIUS, the sports club of NIT Delhi, for two consecutive years. Oversaw club operations, coordinated sports events and team participation, and led the successful organization of ZEAL, the institute's annual sports fest.
- NIT Delhi girls Volleyball team captain, and member of the Kabaddi and Athletics teams, participated in multiple Inter-NIT, inter-college, and intra-college tournaments – winning several medals, including a gold medal in Kabaddi at the Inter-NIT tournament hosted by NIT Rourkela in 2019.