

# SUSHIT SHARMA

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## Executive Profile

- Driven professional proficient in **Technical Program Management, Technical Consulting and Software Development** with a focus on building world-class customer-centric products
- An agilist with a focus on iteratively and incrementally delivering value
- Possesses strong business acumen to charter strategy for a roadmap that aligns with the product vision
- Proficient in presenting to C-level executives
- Expertise in principles and practices of agile software development frameworks (Scrum, Kanban, XP)
- Experienced in **architecture and development of large distributed systems from requirement elicitation, design, development, implementation and post-implementation**
- Strong believer of empowering the team and creating an environment of autonomy, mastery and purpose where the teams can motivate themselves
- Keen communicator with refined interpersonal skills, problem-solving & analytical skills

## Education & Certifications

YEAR	PROGRAM	INSTITUTE
Jan 2017 – Dec 2017	<b>Executive Program (Project Management) (Full-Time)</b>	<b>University of California, Berkeley, USA</b>
2006-2010	<b>Bachelor of Engineering (Information Technology)</b>	<b>Rajiv Gandhi Technical University, India</b>
Scored <b>3.89/4.00</b> GPA at University of California, Berkeley, USA		

- **Deep Learning Specialization** from **Deeplearning.ai**, March 2021
  - Neural Network and Deep Learning
  - Optimizing Deep Neural Networks
  - Structuring Machine Learning Projects
  - Convolutional Neural Networks
  - Sequence Models
- **Machine Learning** from **Stanford University, USA** (Online), April 2020
- **Software Product Management Specialization** from **University of Alberta, Canada** (Online), 2019

## Professional Experience

San Francisco, California, USA

Project Manager

Jan'2018 – Jul'2019

**Key Clients:** Returnize

- Collaborate with stakeholders to understand requirements, develop end-to-end project plans
- Groom and prioritize product backlog ensuring value is delivered to the customers
- Develop user stories and made sure the stories are complete and consistent based on INVEST
- Ensure the teams are unblocked and the stakeholders communicated throughout the project
- Facilitate sprint planning, daily standups, sprint review and sprint retrospective
- Utilize key scrum metrics (story points, velocity, burndown chart) to deliver committed work
- Conceptualize and implement products to automate manual processes to improve collaboration

**Highlights:**

- Successfully delivered redesigned website for Returnize **boosting traffic by 700%**
- Redesigned landing page with a focus on improved user journey and storytelling, **lowering bounce rate by 20%**
- Established a team self assesment process, **improving ownership and velocity by 30%**
- Initiated and deployed collaboration tools(Slack and Trello) for a food delivery startup

## KEY IMPACT AREAS

- Agile Principles & Practices
- Agile Planning
- Project Planning
- Program Management
- Product Management
- Stakeholder Management
- Risk Management
- Scope Management
- SDLC
- System Integration
- System Design & Architecture
- Requirement Elicitation
- User Story
- Wire Frames
- Team Building & Leadership
- Servant Leadership

## TECHNICAL SKILLS

Python, GO, R, SQL, AWS, RDBMS, Tableau, APIs (REST & SOAP), OO design pattern

## TOOLS

JIRA, TRELLO, MS Project, Visio, G-Suite, Balsamiq, UiPath

## ML METHODS

- Regression
- Classification
- Clustering
- Neural Network and Deep learning
- Recurrent Neural Network
- Object detection and segmentation
- Natural Language Processing

**Apollo Tyres Ltd., Gurgaon, India**

**Technical Associate Manager**

**Feb'2015 – Dec'2016**

- Drive critical and complex cross-functional technical programs to achieve business objectives; **build a team of software engineers for** the ongoing projects
- Serve as the liaison between geographically distributed stakeholders and engineering teams
- Collaborate on-site with the **cross-functional team at the EMEA & APAC regions** and made sure tasks are tracked and the teams are unblocked
- Design architecture of large-scale distributed systems that supported operations of different business areas
- Lead multiple teams of development, enhancement and support on parallel projects supporting various business areas
- Identify project scope, prepare release plans, manage resource allocation and maintain a communications plan
- Identify and assess risks, anticipate bottlenecks and collaborate with SME to develop mitigation/contingency plans
- Collaborate with product owners and teams to facilitate sprint planning, daily standups, sprint review, and sprint retrospective
- Support and assist the team with their estimates and story sequencing
- Manage User Acceptance Test (UAT), ensuring that all issues are monitored and reported to stakeholders

**Highlights:**

- Initiated Agile Methodology/tools (Scrum, XP) to development, **decreasing the number of defects/reworks by 20%**
- Managed a team of **20+** engineers and implemented a highly scalable transport management system (OTM) in order to cash cycle
- Initiated and managed a program that identified major system performance issues, reducing technical debt and **increasing system performance by 70%**
- Planned and executed an integration project of B2B website with ERP and **reduced the project timeline by 20%**
- Implemented and managed a project, **increasing the data retrieval performance by 80%** of B2B website through continuous improvement & refactoring
- Engineered an automated version management process, **reduced build time by 90%**
- **Managed, deployed and supported 150+ API's** to support operations of different business areas
- Designed, developed and managed integration of SAAS products (ARIBA, Cornerstone on Demand Performance) using web services and API's
- Managed, developed and maintained customer documents in 10 languages by using a single re-usable object

**Future Focus InfoTech, New Delhi**

**SAP ABAP Consultant**

**Dec'2012 – Feb'2015**

**Client: Apollo Tyres Ltd., Artemis Healthcare**

- Serve as the Single Point of Contact between the external stakeholders and the development team
- Facilitate technical discussions/meetings with the development team for overall understanding of the project
- Collaborate with stakeholder for requirement elicitation; analyze and translate requirements into stories
- Map requirements and provide the best technical solutions
- Draft and implement communication plans, which resulted in better collaboration between the stakeholders and the team
- Allocate tasks to the team members; recruit & guide team members during the project
- Lead solutions engineering which involved process automation and functionality enhancement

**Highlights:**

- Designed, developed and supported a high performing enterprise application that **utilized barcode scanning, reducing errors by 90%** during inventory management
- **Improved internal operational efficiency by 50%** by identifying issues to optimize existing processes
- Developed ABAP code for an efficient solution to resolve business integration bottlenecks in consultation with the cross-functional team
- Reduced response time to clients on operational issues **reported in the production system to 2 days**
- Recruited by the client into their Core Team
- Awarded with Excellence Certificate by Future Focus InfoTech for exemplary performance in resolving issues and providing quick response at client side

**ERP Techconsultants, New Delhi**

**SAP ABAP Consultant**

**Jul'2010 – Dec'2012**

- Analyze, assess and understand requirements; develop solutions on ERP
- Code, code reviews and prepare test plans

## **Major Programs**

**ERP Implementation at Apollo Vredestein B.V, Netherlands**

- \$4M program with a focus on creating a global template and a rollout for Apollo Vredestein B.V., a wholly owned subsidiary of Apollo Tyres Ltd
- System migration and system integration from legacy system to ERP system
- Designed, developed, implemented and supported high performing and scalable systems

**Disinvestment Apollo Tyres, South Africa**

- Roll-out project to separate the existing business operations for the new organization
- Designed processes based on the authorization of users