

Priya Sharma

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PROFESSIONAL OVERVIEW

- Boasts **extensive experience** in IT software management, Change Management, Incident Management, Agile methodology, and SDLC;
- Strong **analytical and problem-solving skills** through experience working as a **Customer Capability Lead**;
- In-depth understanding of **Product Development** and **Domains** (Operations, Processes, End Users, Customers, Regulations).
- Coordinated/facilitated stakeholder communications, governance meetings, and requirement gathering workshops.

SKILLS

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| • Agile and Waterfall Methodology | • Business Analysis |
| • User Acceptance Testing (UAT) | • Strategic Analysis |
| • Business Readiness Testing (BRT) | • IT OPEX and CAPEX prioritization |
| • Incident Management | • Customer Relationship Management (CRM) |
| • IT SDLC | • Salesforce |
| • Technical Project Management | • Change Management |
| • Stakeholder Management | • Facilitation |
| • Web services API | • System Automation |
| • Product Management | • Requirement Analysis |
| • Analytical skills | • Release Management |
| | • Problem solving |

EDUCATION

- Masters' in Information Technology | CQU University | 2011
- Diploma of Leadership and Management | Holmesglen | 2019
- Executive Ready Leadership Program | Melbourne University | 2020

Other Certifications/Courses

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| • CCNA Certified | • ITIL V3 Foundation level |
| • SpatialNET/CAD | • Business Process Excellence |
| • Project Management | • SAFE Agile PMPO |
| • AI – Implications for Business Strategy | • SAFE for Teams |
| • Presentation skills | • Basics of API |
| • Managing People | |

EMPLOYMENT HISTORY

NBN | since 2012

Technology Lead/ Product Owner | since 2017

I gather business requirements, support development, delivery and implementation of solution so to enable business operations with IT capabilities, system automation, and system upgrades.

- Delivered many operational system capabilities and automations for large to medium-scale projects/initiatives with no major defects/issues.
- Appointed to lead Agile methodology into business and organized Gemba for operations and other parts of the business.
- Managed the delivery of first automation as baseline for all the Test and Diagnostic workflow for customers, which helped business meet its KPI, and reduce Average Handling Time, Mean Time to Restore, and Right First-Time metrics.
- Facilitated workshops to define Incident Verification Automation rules which helped in reducing the Mean Time to Restore, Right First time, and Average Handling Time by ~40%.
- Managed continuous interlocks between delivery team and business.
- Managed first Automation for Salesforce and integrated systems which enhanced case routing by 40% to right Case Managers and SMEs, improved Average Handling Time by 4%, First Time Resolution by 4%, and improved CSAT (Customer Satisfaction).
- Supervised the delivery of first Technician off-site mobile app which enabled technicians to self-offsite, automated fault testing on copper and fiber technology, which consequently reduced the no. of calls coming to operations and saved operational resources.
- Provided technical expertise by defining cost-effective IT solution for Truck Roll program that saved \$360,000 on Trucks/month.
- Awarded with multiple awards during the span of 3 years within this operation.

CDM (Customer Delivery Manager) | July - Sept 2018 (Secondment)

I managed the team of Product Owners in delivering IT capabilities for Customer Service and Assurance.

- Oversaw team of 10 Product Owners.
- Managed regular meetings with Product Owners.
- Facilitated interlocks between multiple delivery teams and stakeholders.
- Presented Agile methodology to other parts of business by facilitating Gemba.
- Represented department for PI planning, iteration, Inspect and Adapt workshops.
- Managed change communication and showcases for multiple Operation teams.
- Managed reporting and governance for Senior Leadership Team.
- Prepared team KPIs, objectives and SMART goals by organizing team workshops to define the success criteria.

CCM (Customer Capability Manager) | April – Dec 2017 (Secondment)

Lead the team of Technical Analysts to define requirements, capabilities, release, and reporting on Assurance Integrated platforms, B2B, APIs, mobile application.

- Managed the full migration of Fixed Wireless workforce system into new IT platform for Assurance which reduced Average Handling Time and system complexity.
- Managed the delivery of multiple system upgrades and product deliveries that benefitted Operations.
- Provided expertise for technologies such as Fiber to the Premises, Wireless, and Copper.
- Prepared business requirements, impact analysis, system processes, business rules, and acted as a conduit between the delivery teams and operations for successful implementation/delivery of projects/initiatives.
- Managed stakeholder workshops and delivery workshops to communicate upcoming IT changes.
- Revised all technical documents, ORDs, BRDs, operational manuals, test cases, defects, change communication documents.
- Supported Technical writers to create Processes, WIs, SWIs, TNA and in-house training.

Technical Lead | 2015 – 2016

I was managing the Assurance projects/initiatives from Ideation to Delivery.

- Provided technical expertise for various Assurance/fix Projects.
- Managed Waterfall methodology gateways, RDR, CDR, TRR, DRR on all the projects.

- Managed Release Management teams by successfully delivering system upgrades, migrations, and customer-focused projects.
- Managed stakeholder communications.
- Trained UAT Teams, operations' SMEs.
- Supported Technical Writers to create Processes, WIs, SWIs, TNA.
- Managed regular communications with business, operations, and product managers.
- Monitored the progress of delivery and was responsible for GO, NO-GO decision during Deployment.

Network Operator/Engineer | 2012 – 2015

I joined the department to manage incidents, alarms, fault cause isolation and resolution, and to provide technical expertise for copper, fiber, and wireless technology

- Maintained and reduced the backlog of 4000+ Dial Before you Dig (DBYD) jobs by utilizing SpatialNET and CAD.
- Awarded with Megabyte Aware for successful implementation of DBYD process.
- Accountable for Incident diagnosis, alarm management, change management, fault cause isolation, and resolution of technical issues.
- Promoted from Network Operator to Network Engineer.
- Prepared reporting and analysis of data.
- Mentored and trained new staff.
- Participated in multiple projects.
- Managed SpatialNET databased to ensure the Data integrity for Quality Assurance.

Other Information

- I have Indian background but am an Australian Citizen.
- My interests include gardening, reading, listening to podcasts, reading books on leadership and travelling.