

Aradhana Sharma

Technical Program Manager • Agilist • 8+ yrs

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Summary

Built 6 multidisciplinary teams in 3 continents spanning across SaaS, e-commerce, brand engagement, marketplace and corporate marketing. Managed **cross-functional teams** ranging from engineering to product, marketing, and operations. I have worn many hats in my career including web developer, project/program manager, delivery manager, and scrum master that gives me a unique ability to **manage cross-functional projects from inception to delivery**. I thrive in the strategic long-term vision and consistently demonstrate a result-driven outlook.

Skills

Program

Agile & Waterfall, SDLC (requirements gathering, user stories, testing, release management), Risk & change management, Team building & mentoring, Stakeholder engagement

Product & Tech

Web Technologies, Mobile Apps, Data analysis, System design, Databases, Wireframing, Usability testing, Product strategy and roadmap, Statistics & analysis

Tools

JIRA, Trello, Asana, AWS, Google Analytics, SQL, Confluence, Tableau, Smartsheet, PHP, HTML/CSS, jQuery, Hadoop, Python

Notables

Certifications

- Scrum Master – Scrum Alliance
- Scrum Product Owner – Scrum Alliance
- SAFe Scrum Master – Scaled Agile
- Usability Analyst – HFI

Agile Coach

Coached global cross-functional product teams

Leadership @ Monotype

Core member of the strategic team focused on portfolio & business decisions in Monotype.

New Venture

Product Owner (mobile app) for Help-full, a community platform to empower seniors.

Experience

Asana • Technical Program Manager

SEP 2020- PRESENT • SAN FRANCISCO, UNITED STATES

- Currently driving end-to-end delivery of business technology support and development program with a budget of \$5M and 30+ personnel cross-functional teams (onsite & offshore).
- Implementing ITSM processes for technical operations support to streamline customer requests.
- Analyzing and reporting support metrics like first response, MTR, SLA breach rate, NPS, etc.
- Coaching cross-functional teams and stakeholders on process adoption via change management.
- Driving program structure and optimizations by partnering with cross-functional teams using central governance cadence, shared reporting dashboards, and increased visibility by weekly/monthly meetings.

Kaodim • Program Manager

NOV 2017- FEB 2019 • SELANGOR, MALAYSIA

Built & scaled 15+ personnel Engineering team in a matrix organization, for Web & mobile apps with program management across 4 countries.

- Partner with cross-functional teams (Product, Engineering, Marketing) and maximize business value with scrum (later Kanban) by establishing 2 POD structure and streamlining processes across the company.
- Manage program structure and optimize further by creating and analyzing execution and sprint metrics like velocity, version reports & release charts. Reporting OKRs and business metrics to all stakeholders.

- Hands-on experience creating milestone schedules, user stories, scorecards, and project playbooks.
- Effectively establish change management by setting a central triage platform and reduced issue resolution time by 40% using severity defined schema across cross-functional teams.
- Effectively drive the team towards KPI goals while handling competing priorities, managing transparent communication, project status updates to c-suite, stakeholder management and monitor quality deliveries.
- Work closely with engineering & devops team on architecture and CI/CD using circle.ci, AWS, GitHub.

Monotype • Technical Program Manager

FEB 2015 - JUL 2017 • NOIDA, INDIA

Established 4 cross-platform project teams across 3 countries for engineering programs forming technical CoE

Product CIM (Olapic)

- Built an in-house team of 8+ animators/designers across India and NY for a SaaS platform, starting from hiring to process and people management, enabled a new revenue stream for the company.
- Spearheaded Kanban process with transparent communication via live dashboards, integrating risk and change management frameworks, on-boarding all stakeholders and aligning teams in 3 time zones.
- Generated \$1.2M ARR with 60% reduction in clients' production costs & 2X engagement on campaigns.
- Reduced the project delivery cycle by 60% from 5 days to 2-days using continuous modular delivery, optimizing development cycle and reducing waste.

Product Linotype & Monotype.com

- Setup multiple new teams for [linotype.com](#) & [monotype.com](#) (5+) in India & Germany, resulted in ~ \$30K savings in operational cost by efficient capacity planning and removal of vendor team.
- Implemented new product enhancements including subscription online payment, revamped digital design language, upgrade to CMS. Oversee in-house UX design team and processes to integrate with SDLC.
- Built and scaled an agile model for growing product, design, research & engineering teams across 3 countries, increased frequent quality releases. Acted as scrum master/ servant leader for 4 teams.
- Setup Test suite, test scenarios, and code reviews, reducing production bugs by 30%.
- Conducted customer interviews and impact assessment to pipeline customer feedback into the roadmap.

HCL Technologies • Manager-Web Engineering

MAY 2011 - JAN 2015 • NOIDA, INDIA

Led 9+ personnel web engineering team under corporate marketing.

- Orchestrate the development of engineering projects with internal/vendor teams meeting timely deliveries.
- Led end to end development of corporate website migration to CMS, alumni portal, blogging platforms and various digital marketing initiatives. Hands-on development using Linux, Drupal, MySQL & PHP.
- Handle partner and vendor relationships taking part in RFPs, negotiations, SOPs and project deliveries.

Srijan Technologies • Lead Developer

JUNE 2007 - APRIL 2011 • NEW DELHI, INDIA

Project architect and senior developer for client projects, worked on Drupal, PHP, MySQL, jQuery for award winning mid-size to small websites. Handled end to end migrations from different platforms to CMS.

Education

Golden Gate University (2019-20)

Master's in Information Technology Management (GPA 3.8, Honors)

XLRI Jamshedpur (2012-13)

Post-graduate Certificate in Business Management

Punjab Technical University, (2003-07)

Bachelor of Technology in Computer Science Engineering