

NEELESH SHARMA

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Career Highlights

- More than 13 Years of experience in Business Analysis and Project Management.
- Successfully managed various positions at Computronics Systems India Ltd., including **Business Analyst, Scrum Master, Product Owner, and Project Manager**.
- Possesses over 5 years of practical experience and acted as a Scrum Master.
- Domain expertise in **Telecom and Human Resources**.
- Worked with notable clients such as **Bharti Airtel, Beetel and Solugenix (USA)**.
- Extensive experience in **Agile development frameworks**, with strong knowledge of **Agile methodologies**.
- Proficient in understanding and translating **functional requirements and design documents**.
- Successfully managed all phases of the **Software Development Life Cycle (SDLC)**, collaborating with developers and testers to ensure clear communication of business requirements.
- Strong proficiency in wireframing tools such as **Balsamiq and SmartDraw**.
- Skilled in **Jira** for backlog and sprint management; familiar with **MS Project**.
- Knowledgeable in using **Tableau** for report creation and data visualization.

Work Experience

Computronics Systems India Pvt. Ltd,
Scrum Master & Agile Project Manager

[Feb 2011 – Present]

- Promote the use of Agile in the management of projects with a view of attaining business goals and the completion of projects on time.
- Facilitate team alignment and value delivered through engagement in daily stand-ups, sprint planning, sprint retrospective, and demo events.
- Engage with key stakeholders to provide resolution for issues, manage expectations and provide regular updates to clients.
- Serve as the first point of contact for clients, build and manage strong relationships and ensure client satisfaction through provision of frequent updates.
- Explore and eliminate any blockers that may prevent progress of the projects so as to remain focused as a team.
- Observe team efficiency in the performance of their tasks and delivery of their projects in line with the deadlines. Update stakeholders on the project status regularly.
- Encourage teams in the resolution of agile practices by promoting an environment that focuses on improvement. Closely supervise employees to ensure proper practice of agile as a philosophy.
- Stimulate the enhancement of project processes by collecting information during team retrospectives and formulating strategies that can improve team performance.
- Monitoring of the important parameters such as velocity, burndown, cycle time, etc to assess the team's and the state of the project completion.
- Recognizing possible risks and factors as they arise and addressing them with other members of the team to ensure that timely management of tasks is carried out.
- Competence in overseeing more than one development project across a total of 50 developers members.
- Responsible for managing various risks involve in the project and plan for its mitigation related to security, compliance, changes in scope, unavailability of resources etc.
- Monitoring effective resources utilization within budget and with best of industry practices.

Business Analyst & Product Owner Responsibilities:

Raised the bar by wearing two hats and completing the roles of Business Analyst and Product Owner. This included requirement gathering, product backlog management and working with cross-functional teams. Was able to understanding business requirements and translating them into clear objectives aimed at achieving business solutions.

- Embark on the requirement elicitation phase through interviews, workshops and meetings with stakeholders in order to analyze and understand the business needs, goals and challenges. Gather and document these requirements in a thorough and precise manner.

- Prepare business process models which detail the current state and possible future changes to the workflows. Use models such as BPMN or flowcharts in order to find gaps and inefficiencies in the processes.
- Ensure that business requirements are translated into functional specifications that are easy to understand by technical teams.
- Act as a bridge between business and technical teams and make sure they are on the same page about all project objectives.
- Conduct SWOT and GAP analysis in order to gain insights of the inefficiencies in the processes and suggest improvements to them.
- Work with design and development teams and make sure that the outlined solution is in line with the intended business purpose.
- Ensure that business requirements, functional specifications and terminologies for the process flows are accurately recorded.
- Coordinate with UAT team to ensure solutions meet business requirements and resolve any identified issues.
- Analyze data and provide actionable insights to support decision-making processes.
- Gather feedback to identify areas for improvement and propose initiatives for process enhancement.
- Develop and communicate the product vision, ensuring alignment with business goals and stakeholder needs.
- Make sure that product backlog is effectively managed with the most valuable features delivered first.
- Provide comprehensive user stories and acceptance criteria to assist the development team in delivering the right features.
- Monitor the development stage of the product, evaluate performance indicators and change order of priorities in response to received insights and the goal of the business.

Project Summary:

FabHR (A cloud based human resource management system)

Project Overview: FabHR is a SaaS-based application providing comprehensive human resource solutions across various domains including Recruitment (ATS), People Management, Time and Attendance, Payroll, and Custom Reporting. The system's flexible enterprise structure setup allows it to be configured to meet the specific needs of different industries, ensuring adaptability and scalability.

Responsibilities:

Led the end-to-end development and deployment of the FabHR system, managing risks and ensuring timely delivery. Gathered and analyzed business requirements, conducted gap analysis, and created functional specifications. Collaborated on system architecture design and oversaw the development of key modules such as ATS, People Management, Attendance and Leave, Payroll, and Reporting. Provided user training, post-deployment support, and implemented feedback mechanisms for continuous improvement and alignment with evolving business needs.

Technologies Used: Angular, Java, Springboot, MySQL, AWS, RESTful APIs

Network Management System (Fault Management)

Project Overview: Network Management System (NMS) is a software platform designed to monitor, manage, and maintain telecommunication networks. The primary objective of an NMS is to ensure the optimal performance, reliability, and security of the network by providing real-time visibility and control over various network elements.

Responsibilities:

Conducted business analysis, performed gap analysis, and developed project plans to align client requirements with business objectives. Liaised with stakeholders, designed scalable system architecture, and coordinated cross-functional teams to ensure seamless integration of network management modules. Managed testing, defect resolution, and provided training and ongoing support. Implemented feedback mechanisms for continuous system improvement, maintaining performance and relevance.

Technologies Used: Angular, Java, Springboot, MySQL, AWS, RESTful APIs

Client: Bharti Airtel

Education

Project Management Professional from Indian Institute of Management Kozhikode, Kerala (Pursuing – Aug 2024-Mar 2025)

Master of Business Administration from Devi Ahilya Bai University, Indore in 2011 with 64%

Bachelors of Computer Application from Barkatullah University, Bhopal in 2008 with 64%

Higher Secondary from Madhya Pradesh Board, Bhopal in 2005 with 72%

High School from Madhya Pradesh Board, Bhopal in 2003 with 48%

Certifications

Certified Scrum Master – July 07, 2024 (Certificate ID: 001663863)

PMI Agile Certified Practitioner – Udemy (Certificate ID: UC-4908fa83-dde2-4345-9223-93d7e363bb67)

PMP Certification (In Progress) – Indian Institute of Management, Kozhikode

Certified CCBA – Simplilearn, July 28, 2024 (Certificate ID: 7039762)

Certified CAPM – Simplilearn, August 11, 2024 (Certificate ID: 7211095)

Certified AWS – Sales Accreditation (Business) and AWS Technical Essentials

Skills

Known to technical skills as Core JAVA, Springboot, Angular, AWS

Good in Microsoft Word, Excel, PowerPoint, Outlook.

Ability to handle analytics over MS Excel using advance functions

Good command on Balsamiq for visualizing business use cases.

Personal Dossier

Father: Mr Abadh Narayan Sharma

Permanent Address: 129 Omaxe Greens, Omaxe City 01, Indore-452001, MP.

Marital Status: Yes

DOB: 21st Feb, 1987

Gender: Male

Passport: Available