**KULDEEP SHARMA, MS, PMP**

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## INFORMATION TECHNOLOGY EXECUTIVE

**Innovative Software Solutions • Enterprise System Management • Global Business Partnerships**

**Information Technology Executive** with experience leading transformational, insightful, and customer-centric mobile and web technology solutions. Substantive background in masterminding cross-channel digital strategies, building globally-distributed teams, and converting novel business concepts into profitable digital products. Expertise in IoT, BI solutions, mobile, and responsive web design.

- Expert in managing multicultural and geographically diverse development teams of IT professionals for developing iOS, Android, and web applications from conception to implementation including design, architecture, development, release, QA, production support, and customer excellence.
- Skilled at customer relationship management, key initiative leadership, and forging enduring stakeholder relationships and productive collaborations.
- Extensive experience in publishing mobile apps to both Public (iTunes and Google Play) and Enterprise app stores and implementing cloud computing solutions.
- Earned an MS in Computer Engineering and a PMP certification.

## CORE COMPETENCIES

■ Digital Strategy, Transformation, & Execution ■ Executive Leadership ■ Multicultural Team Building ■ Web, Mobile & Backend ■ Mobile App Publishing  ■ Global Team Building ■ Cloud Computing ■ Service-Oriented APIs / Mircoservices ■ DevOps, CI/CD ■ Program Management ■ Process Improvement ■ Data & Analytics ■ Enterprise Architecture ■ Cost-effective Shared Solutions ■ Business Intelligence ■ Agile Transformation ■ MDM & Enterprise Store ■ Governance, Compliance, & Publishing ■ Automation and Optimization ■ Infrastructure Management ■ Systems Integration ■ Service Delivery and IT Operations ■ Vendor Management ■ Customer Relationship

## PROFESSIONAL EXPERIENCE

**MITRE | Bedford, MA**                                                                                     **3/2019 – 8/2019**

**Department Head, Knowledge and Business Applications**

Ran department's operations and defined technical strategy for mission-critical Knowledge and Business applications, including people, projects, and portfolios. Mentoring and providing guidance to a team of service managers, architects, developers, and UX designers.

**— Strategic Leadership —**

- Engaged with the corporate leadership to define the strategic IT vision of the department.
- Translated the department's strategic goals into defined objectives and ensuring that the goals align with MITRE's long-term strategy.

**— Technical Leadership —**

- Provided leadership in technology governance and architecture oversight in delivering solutions, technology platform and complex systems.
- Removed barriers, closing gaps and mitigating risks to ensure delivery on time, on budget and at the highest levels of quality.  Ensuring effective disaster recovery and resiliency planning.

**— People Management —**

- Guided the team members and pushed them to enhance performance and efficiency and to improve customer experience. Aligning priorities with business needs and holding teams accountable to expectations and deliverables.

**— Customer Relationship —**

- Analyzed the costs, value and risks of information technology to advise the CIO and other executives at research centers.
- Researched industry trends and development and interacting with the users and running customer surveys to identify opportunities for technical integration among initiatives across the corporate division and research centers.

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**AMERICAN INTERNATIONAL GROUP (AIG) | Charlotte, NC / New York, NY**                    **2014 – 2018**
**IT Manager, Mobile Applications**

Directed multiple teams to develop state-of-the-art products across digital portfolios with iOS / Android / hybrid mobile apps, responsive/optimized websites, and MDM. Collaborated with global business partners to optimize potential opportunities in the mobile/web space. Transformed development teams from Waterfall to Agile.

**— Strategic Leadership —**

- Created a long-range vision and developed it into an executable digital transformation program.
- Followed an entrepreneurial and creative approach to developing new, innovative ideas that will stretch the organization and push the boundaries within the industry.

**— Technical Leadership —**

- Led end-to-end product implementation, including architecture, high-level designs, governance, UX, development, QA, deployment and production support.
- Managed platform strategy and system integration, made strategic decisions about emerging technologies, and ensured efficient delivery of API-based software applications.
- Oversaw application upgrades, database migration, cloud adoption, emerging technologies, and micro-services.
- Set up best development and deployment practices including build automation, UX research, automated testing, A/B Testing and Blue/Green Deployment.
- Defined solutions that meet the Business needs while incorporating appropriate technology solutions.

**— People Management —**

- Defined the project management infrastructure, navigated the project development process through to customer acceptance, and communicated daily with architects / IT leads and project managers to ensure on-time, quality-focused, and budget-compliant project/product delivery.
- Hired engineers, set clear expectations; provided coaching and counselling; defined individual performance objectives and development plans; challenged the team and individuals to continuously improve; appraised and evaluated the team and individual performance; made compensation recommendations; provided mentoring and professional development experiences; promoted the motto" "Celebrate wins; learn from failures"
- Guided development teams to build reusable components for the targeted solutions such as biometric authentication, analytics, notifications, cloud, and API gateway.

**— Marketing & Customer Relationship —**

- Partnered with the marketing department on planning and execution of activities within production deadlines including material editing and marketing brief submission
- Effectively created marketing strategy, defined goals, managed client expectations and optimized campaigns
- Developed meaningful relationships with sponsors, product owners, support personnel, and customers.
- Steered vendor management, continuous improvement, budget administration, forecasting, expense tracking, brand positioning, and marketing to include collaboration with marketing teams to promote rich UI apps for mobile devices.
- Scheduled regular audits to enforce regulatory compliance and adherence to security standards.

**— Performance Improvement —**

- Mobile publishing
    - o Spearheaded digital publishing across public app stores (iTunes and Google Play) and AIG Enterprise store (Airwatch and Good) as the owner of corporate app store accounts.
    - o 60% publishing timeline reduction realized by instituting an automated governance process for AIG generated mobile apps and ensured that each app conformed to legal, branding, and risk policies.
    - o Performed more than 150 app publishing cycles every year.
- Development
    - o Pioneered DevOps and QA automation to accelerate the product release cycle from several months to weeks.
    - o Transitioned workplace services for AIG Corporate using AirWatch MDM, Active Directory / LDAP, and existing SharePoint services.

- o Saved hundreds of thousands of dollars in licensing and development costs by applying AWS and Salesforce to develop solutions such as pricing engine, API consolidation, JSON aggregation, and integration with legacy systems.
- o Eight-week development time improvement realized by designing mobile app accelerators equipped with features such as Touch ID authentication, logging, networking, analytics, and push.

**FIDELITY INVESTMENTS | Merrimack, NH**                                                      **2001 – 2014**

**Principal Mobile Architect | 2012 – 2014**

Implemented around the clock development by forming teams in the US, China, and India to design multimillion-dollar workplace/employee benefits solution, the NetBenefits mobile app, for smartphones and iOS, Android, and Windows tablets, ending up with 60% on and 40% offshore resources.

- Transitioned from Waterfall to Agile by overseeing sprint planning sessions, lessons learned, demos, code reviews, quality assurance, team collaboration, and project documentation.
- Produced an automated release process to build apps from code spanning several branches.

**Principle Software Engineer | 2005 – 2012**

Met the strict budgets for developing the FX and domestic trading application, internal employee messaging app, and the IPO and fixed income notification / alert app.

- 15 million retail customers served 24 / 7 by delivering a highly efficient and scalable J2EE-based Fidelity alert center, a 150+ page web application, and the only system that earned an A grade in an e-Monitor report of Corporate Insight and ranked as a number one application for five consecutive years.
- 2 million dollars saved by creating a set of CSS libraries producing two development streams using the same frontend and backend code for Stock Advisor smartphone and tablet apps, Fidelity Wealth Central and MyStreetscape that provided stock trading and account access to brokerage advisors.
- Managed the development of web services that served Active Trader Pro, Watch Lists applications and Fidelity's retail smartphone app.

**Sr. Engineer | 2001 – 2005**

Leveraged exceptional technical expertise to develop Fidelity's website for Blackberry phones, IPO application for customers to subscribe to new offerings, and Fidelity Alerts, a stock alerts application.

- $250,000 in daily revenue generated by leveraging technical expertise to develop the website for Blackberry phones, an IPO application for customers to subscribe to new offerings, and Fidelity Alerts, a stock alerts application enabling a stock trading application on a mobile device.

*Additional experience included a role as a Team Leader at Software Pundits.*

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**TECHNOLOGIES**

Kinvey, Docker, ElasticSearch, MongoDB, NodeJS, Drupal, WordPress, Google Analytics, Omniture, Tableau, Apigee, Jira, Office 365, WorkDay, Concur, Appian, InVision, Axure, Bamboo, Native (iOS, Android, Windows, Blackberry), Hybrid (ReactJS/ReactNative, Vue, Angular JS, Ionic, Backbone, Cordova/PhoneGap, IBM Mobile First), Mobile Optimization (Moovweb), AirWatch, Mobile Iron, Good, Cloud (AWS and Salesforce), SharePoint, Maven, Jenkins, IBM Rational Team Concert (RTC), Insight, SDL Tridion, Ensighten, Sahi, MBaaS, Saas, PaaS, SOA, Webservices (SOAP & REST API), Splunk, Microsoft Project, MS Office (Excel, PowerPoint, Word, Visio),

(Crittercism), Adobe SiteCatalyst, IBM Mobile First, AWS, IBM Worklight (MobileFirst), GitHub, Linux/AIX/UNIX, VMWare, Mainframe, C, C++, Java, J2EE, JSP, Rational, Spring, Flex-Flash, Web Services, Oracle, DB2, jQTouch, jQuery Mobile, , AJAX, JSON, HTML5, CSS3, PhoneGap/Cordova, SQL Lite, WebKit, MQ, WebSphere, Eclipse + ADT, Tomcat, Objective-C/Swift/XCode, Android Studio, Subversion (svn), Adobe AEM, Workday

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**EDUCATION & PROFESSIONAL DEVELOPMENT**

**Master of Science in Computer Engineering**, Utter Pradesh Technical University, India

Project Management Professional since 2011 **PMP® #1408951**