



# DIWAKAR SHARMA (CSM/CSPO)

Sr. Technical Product Manager / Scrum Master / Project Manager

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### Skills/Key Focus Areas

- Agile Scrum
- Product Management
- Software Engineering
- Process improvements
- Database
- Business Analysis
- Project/Program Mgmt.
- Data Analysis and Modelling
- Solution Architecture
- IOT/IIOT
- Data Science

### Certifications

- CSPO
- CSM
- MS SQL DBA
- 6σ Green Belt

A dynamic and result oriented CSPO/CSM certified Agile IT professional with nearly 16+ years of rich experience in Product and Project Management, Business analysis, Client interactions, Expectation setting, Timeline, Application Design & Development, Database, Software Analysis and Scope Management for Resources and Processes for various complex domains.

**Comprehensive experience** in planning, design, development, implementation and successful project completion **on time and within budget**. **Domain specialization covers:** Industrial internet of things(IOT), Gas Turbines, Power Plants, Industrial product Sales ITO/OTR System/ Software Product Development/ Manufacturing intelligence/ Telecom Billing/ Educational/ Banking and Financial Services Industry.

**A product manager with** expertise in product vision, roadmap, estimation, UX designs, features and requirement gathering, stakeholders management, spearheading various system implementation products. **Adept in end-to-end implementation products from requirement analysis to system study, UAT, troubleshooting and post-implementation support. Very good understanding and exposure of driving Agile Scrum, Lean/Six Sigma quality and process methodologies in software development teams/areas.**



## Recent Project Summary

- **smartCMR: NextGen CMR Process Digitization | Contract service agreement scenario Modelling & predictive analytics - GE Digital, Jan 2017 - Present [Sr. Technical Product Manager]** – Feature identification Backlog creation, stakeholder management, prioritization, User stories, sprint planning, MVP scoping, microservices based design, Agile transformation, Hiring etc.
- **BLD System: Bonus/Liquidity Damage Process Digitization | B/LD calculation, reporting, integration system - GE Power, Jan 2016 - Dec 2017 [Product Manager]** – Roadmap, timeline finalization, Requirement gathering, Feature identification Backlog creation, stakeholder management, prioritization, User stories, sprint planning, Release planning etc.
- **ICAM: Legacy CMR System| Contract service agreement scenario Modelling & predictive analytics - GE Digital, Jan 2015 - Present [BA, Sr. Technical Product Manager]** –Defect/Enhancement planning and prioritization, UAT management, Release planning, stakeholder management, Backlog creation, prioritization, User stories, KT for insourcing team, IP building etc.
- **Synogy SPM: Sales Performance Management | Global implementation VIC for sales force & SPM Analytics - GE Industrial, Jun 2013 - Mar 2015 [Global Project Manager]** – Feature identification Backlog creation, stakeholder management, prioritization, User stories, sprint planning, SAP/BI Integration etc.
- **ACP: Automatic Cost/Price Updates system | Automated and reduced the pricing update cycle significantly from 3 months to on demand - GE Industrial, Jan 2012 - May 2013 [Project Manager]** – Team on boarding, Solution design, Architecture, Project management etc.



## Core Competencies

- Strategies, Risk analysis, escalation, planning, communication
- Implementing project plan within preset budget & deadline.
- Allocating resource and setting up communication channels across the organization.
- Agile Project/Product Management
  - Quality Management
  - Project Setup and Stabilization
  - Project Scheduling and Analysis
  - Risk and Issue Management
  - Backlog grooming
  - Requirement gathering
  - Project Status Tracking
  - Effort & Cost Estimation
  - Project Execution
  - Product Vision and Roadmap
  - Project Co-ordination
  - Delivery Management
  - Resource Administration
  - Team Management
  - Stakeholders management
- Application Development & Implementation: Ensuring smooth implementation and testing of the application and extend post go-live & application maintenance support to the client.



## Workshop/Training Attended

- **SAFe** 4.0 Agilist - Scaled Agile workshop
- **CAP** (Change acceleration process) training
- **BELS** (Building essential leadership Skills) training - Crotonville Leadership
- **Foundation of GE Leadership** – Crotonville Leadership



## Momentous Recognitions and Awards

- Received **Bronze** award for organizing knowledge transition sessions for insourcing development team
- **Bronze** award from CIO for Agile transformation efforts for new insourcing team
- Got **Silver** Award from business CIO for integration and support during SAP implementation
- Got **Bronze** award for successful **LA Synygy Go-Live**
- **Letter of appreciation** – **By CIO** Global Lighting IT for outstanding contribution to project.
- Awarded **Best Lean Six Sigma Project Award of 2008 Quarter 3** for leading and streamlining **Data Processes Action Work Out** for our team.
- **Applause Award** in **GE, IIC** for successfully forming and leading Data Process team in a very short time and giving the very first release as **Zero Database Defect**.
- **Best Employee Award** in **Hexacom India Ltd (Now Airtel Rajasthan circle)** for online sim activation system.



## Career Contour

- |  |                         |
|--|-------------------------|
| ➤ <b>GE Digital, Bangalore</b> as <b>Sr. Technical Product Manager</b> | <b>Mar 15 - Present</b> |
| ➤ GE Industrial Solutions, Hyderabad as Project Manager                | May'07-Feb 15           |
| ➤ Metacube Software Pvt. Ltd., Jaipur as Sr. Software Engineer         | Dec'04– May'07          |
| ➤ US based NAV Consulting INC., Jaipur as Programmer                   | Jan'04 – Nov'04         |
| ➤ Hexacom India Ltd. (Now Airtel Rajasthan) as Billing Officer         | Feb'02 – Dec'03         |
| ➤ Genus Overseas Electronics Ltd., Jaipur as Programmer                | Mar'98 – Jan'01         |



## Software Skills

- |                             |   |
|-----------------------------|---|
| ➤ Business process diagrams | Visio, Power point, Word, Excel   |
| ➤ Planning Tools            | Rally, Concerto, JIRA   |
| ➤ Execution Methods         | SDLC, Agile Scrum, Iterative, CCPM, dPMM E-Process (GE)   |
| ➤ Quality                   | Lean, Six Sigma and DMAIC   |
| ➤ Languages/Systems         | SYNYGY, SFDC, Visual Basic, C, C++, C#.net, VB.net  |
| ➤ Databases                 | Oracle, MSSQL Server (Certified Microsoft SQL 2005 DBA)   |
| ➤ Web-Based                 | ASP.Net, ASP, XML, Web Services, Integration, Micro services, JSON, Java Script   |
| ➤ Internet of things (IOT)  | Predix  |
| ➤ Project Management Tools  | CVS, SourceSafe, Test Director, Quality Center, SourceOffSite   |
| ➤ GSM Telecom Concepts      | ASN.1, TAP, Telecom Billing (CRM, Activation, CDR, Mediation, Data Warehouse, Roaming, Rating, Fraud Management, OSS/BSS) |



## Education

- **Masters of Computer Applications (MCA)**
- **Bachelor of Computer Applications (BCA)**
- **A / O Level (DOEACC)**



## Personal Details

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|-------------------|---|--|
| Gender            | : | Male   |
| Languages         | : | English, Hindi, Rajasthani   |
| Permanent Address | : | Plot no, 97, Gangasagar Colony A, Near Sayar Public School, Jaipur |
| Interests         | : | Travel, Listening to music, Reading, Learning new things           |
| US VISA           | : | B1 (10 years multiple entry)                                       |