URVASHI SHARMA

Delivery Manager - Cloud Transformation

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📍 Bangalore, India

CERTIFICATIONS

- PMP®
- GCP- Professional Cloud Architect
- Certified Scrum Master (CSM)
- ISO 27001 L.A.
- CloudU by Rackspace
- Lean Six Sigma
- ITIL V3

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SUMMARY

Seasoned IT professional with over 14 years of experience in Delivery Excellence, Program/ Project Management, Product Management, Partner Management and Business Strategy; Specializing at bridging the gap between business and technology realms.

My expertise lies in orchestrating seamless collaboration between diverse stakeholders to ensure timely project completions within budgetary constraints and exact specifications.As a seasoned leader, I excel at directing and motivating teams towards top-level goals, consistently maximizing bottom-line results.My track record demonstrates a history of delivering successful projects, fostering productive partnerships, and leveraging strategic acumen to drive organizational growth.

- Working on cutting edge technologies, managing Multi Cloud transformations, IT infrastructure & Software delivery projects.
- Experience working with Infrastructure as Code (IaC), (CI/CD), automation, and ccontainerization platforms.
- Understanding of cloud security best practices, identity, and access
- management (IAM), encryption, and compliance frameworks.
- Working with clients, competency leaders, sales, operations and other technical teams to meet the delivery excellence and components that meet client needs w.r.t. functionality, performance, scalability and reliability with realistic implementation schedules.
- Contribution to organization building through participation in recruitment, mentoring, and knowledge management.
- Effectively evaluating and managing various risks and potential threat factors in project, recognizing system deficiencies and implement's effective solutions.
- Proficient in both Agile and Waterfall methodologies.

SKILLS

Technical:

- Cloud Migration & Modernization (Infra, Data & Apps)
- DC Migration & Modernization
- Mainframe modernization
- Software Development, IAM, Devops
- Storage, Network, Servers, and Data migration & upgrades

Management:

- Data driven decision making
- Customer Success management
- Cross functional team management and mentoring
- Stakeholder Management & Negotiation
- Process improvement
- Public Presentation

Tools:

- CloudScape, Stratozone, ALDM, Zerto, HCX, Carbonite, GCP-MCE, Terraform, Vcenter Convertor, etc.
- MS-Project, Asana, Jira, Trello, LeanKit, Visio, Lucid charts, SNOW, Scrum, Kanban, salesforce Vector, Bugganizer, etc.
- Google cloud, IBM cloud, AWS, BigQuery, CI-CD, GCP-Console, Containers, GKE, etc.

WORK HISTORY

Google - Manager- Cloud Onbaording & Migration
01/2021 - 04/2023

Responsibilities:
- Accelerated customer adoption of Google Cloud by leading the implementation journey, Provided technical guidance on Migration, Planning & solution's and managed resources, timeline, milestones, migration goal and business transformation strategies.
- Drove alignment across program team (engineers, PMs and architects), as well as cross-functional teams at all levels to achieve delivery goals and stay abreast of industry trends and navigated productive conflicts.
- Exercised both business and technical judgment to drive short and long-term objectives.
- Optimized cost of cloud solutions by identifying waste and automating cloud cost management.
- Developed a growth strategy focused both on revenue gain and customer satisfaction for cloud onboarding and migration.
- Worked closely with sales leaders and customer engineers to identify gaps, new markets and customer needs and provide decision support.
- Lead customer conversations to ensure effective messaging and accurate industry based solutions around Cloud On boarding, migration solutions and architecture models.
- Drove monthly co-horts with competnecy leads, focusing on cloud onboarding strategies, Customer experience and industry solutions demonstrating awareness, partnership, and adaptation to new initiatives.
- Expanded onboarding offerings with third party partners to expand GCP market reach and Integrate with non-cloud technologies and third-party products.

IBM - Program Manager - Cloud Migration & Modernization
09/2015 - 01/2021

Responsibilities:
• Provided leadership to Project team, Created Discovery and Migration plans and executed them through wave planning. Conducted method adoption workshops, migration approach workshops, application assessment Interviews, wave planning, GO-NO-GO and runbook review meetings.
• Conducted Macro and Micro Discovery of Infra, Apps and Inventory. Identified and tracked milestones, deliverables, risks, issues, CR's and dependencies and provided solutions to achieve the desired results.
• Led cutover event, tracked progress with regular Checkpoints, gathered sign off of successful cutover.
• Managed hyper care period, end to end Decom, and handed over to Operations post migration.
•Managed client interactions & expectations, and resolved conflicts regarding delivery.
• Detailed reporting of Governance, Costing, GP's, team performance and Lessons learned to leadership.

STS Infotechnologies Pvt Ltd - IT Project Manager
06/2014 - 08/2015

Profile: As Cisco-STS business unit I provided Network Implementation services to Cisco Systems Inc. and Cisco's offshore development/engineering/support/Manufacturing partners (termed as Extranet Partners).

• Spearheaded a team of 20+ members consisting of Project managers, Network engineers, and Project management office based in Bangalore.
• Managed end-to-end delivery of IT Infrastructure implementation projects across the Cisco Asia pacific region.
• Meticulously managed vendors, ISP's, and administrative activities involved in delivering successful projects.
• Involved in the Planning and execution of training needs for Engineers and Project Manager of the APJC team, Budgeting and financial reporting of projects, expenses and team administration, and Capacity planning, Resource hiring, training, career planning.
• Monitored and involve in Project planning, resource planning, resolving dependencies in order to deliver projects of various complexity within the budget and timescales.
• Mentored and tracked the project management team's performance. Provide any assistance and deal with escalation from the client on the projects handled by my project manager.

Hewlett-Packard - Service Segment Manager
07/2012 - 06/2014

Responsibilities:
• Led Projects related to initial installation and commissioning of 3PAR Storage Systems (InServs); Planned and effectuated capacity upgrades and Relocation for existing equipment based on client specifications. Performed Firmware upgrade and Patch Installations Fleets both intrusive and non-intrusive.
• Coordinated with different teams like sales, logistics, Onsite Engineers and deployment ,handle escalations & complete RCA. Handled the reports such as RAID, Project Control Book, Stakeholder Register, Cost analysis.
• Change Management: Participated in CAB meetings before any deployment, viewing and approving the change request (RFC's).
• Problem Management: Participated in business communication process regarding new problems and identifying workarounds and updating KB.

IBM - **Tech Support Engineer**
03/2011 - 06/2012

Responsibilities:
• Provided on call and Remote session support to a banking clients on various banking applications, RSA, VPN, Active Directory and Putty.
• Provided floor support, coaching new team members, escalation management, and RCA analysis.

Trainer - **Freelancer**
06/2008 - 09/2010

Responsibilites:
• Created training program focused on computer basics and Coding languages c# and .Net.
• Published a series of training manuals and assessments to help develop student understanding.