

BIJENDER SHARMA

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PROFESSIONAL SUMMARY

- Heading Gen-AI practice that helps teams to leverage GenAI capabilities such as Agentic AI, MCP, A2A utilizing different LLM such as gpt 4o, Anthropic Claude 4, Gemini, to gain efficiency, productivity Improvement, Improved Time to Market, Improved lead time.
- SAFe® certified, AWS certified solution architect with more than two decades of experience of leading engineering teams delivering complex products & services with a focus on Engineering excellence , **product development/modernization/platform, product engineering/re-engineering** leveraging cutting age technology primarily Java (Spring/Spring boot) & cloud Tech such AWS, Azure cloud with migration/re-factoring to Micro services based Architecture from Monolith Architecture in **Cards & Payment, Energy and Utilities and Telecom domain**.
- Head one of the largest accounts in current organization with 25+ scrum Teams that include Sr./Delivery/Engineering Manager, solution architects, technical program manager, project manager, scrum master, product owner, tech lead, test lead, Sr. developers, developers and testers working in **Card & Payment Industry** with **P&L responsibility of \$30m**.
- Experienced in **building high performing teams**, working with executive leadership, capturing margins, growth prospects, penetration strategy, CSAT/NPS, Risks, Dependencies across platforms, Compliance internally and regulatory, Cost analysis, value scoring, **Go to Market strategies, product roadmaps**, reviewing initiative, competencies with leadership teams.
- Skilled in fostering strong customer relations and cohesive, consensus-building project team interactions
- Experience of building product capabilities in payment domain using Engineering Excellence (EngX, **Product Excellence (ProdX), Product Mindset, generating case study, blogs, Webinar, tech talk and accelerator, and POCs**.

Employment Recital

Director /Head Gen-AI Practice	Jan 2025 – Till Date
EPAM Systems Inc.	NJ, US

- Leading a practice of Gen-AI, supporting Pre-sales, Helping teams through GenAI capabilities, deliveries across domain and Tech stack
- Leading a group of AI professionals focused on evaluating tools, Models, Agents for Productivity improvement and Efficiency gain or AI Adoption
- Reviewing strategies for AI adoption for an existing clientele and new Customers
- Tracking developing framework for ROI on GenAI investments and reviewing the contractual changes
- Leading Gen-AI governance models and it's adoption framework
- Ensuring value is created and delivered to customers by improving productivity by using Gen-AI tools
- Improving customer relationships by offering adoption of new tools, technologies to improve productivity, gain efficiency and building AI enabled organization

Director Delivery Management	Aug 2020 – Dec 2024
EPAM Systems Inc.	Pune, India

- Leading a portfolio of 350+ people include delivery Manager, Solution Architect, Scrum Masters, Tech Lead, Test Lead, Product owner.
- Leading cross functional teams in Agile/scrum environment working on SAFe® framework with a focus on engineering excellence.
- Managing a P&L of \$30M
- Tracking organization's OKR (Objective and Key Result Area) areas such as net adds, building product capabilities, Engineering excellence and being number one product development company in India.
- Leading multiple Delivery metrics across portfolio with single escalation point for customer.
- Ensuring value is created and delivered to customers by improving productivity using/reusing tools and processes.
- Building strong customer relationships

Technical Program Manager	April 2015 – July 2020
Tech Mahindra Americas Inc. Mastercard	St. Louis, MO

- Work in Agile environment as a Technical Program Manager in a SAFe® framework.
- Work closely with business owners on product backlog refinement, risks and issues.
- Track multiple Initiatives meticulously using Rally's ALM tool.
- Successfully implemented multiple Initiatives developed using latest technology such as Java and leveraging agile/Scrum methodologies.
- Leading multiple cross functional digital teams' delivery global products
- Manage project's financials within change point application to make sure projects get delivered within approved budget.
- Ensure value is created and delivered to customers by improving productivity using/reusing tools and processes.
- Apply communication strategies to engage global stakeholders to communicate product goals, customer service processes, and define strategies.

Delivery Manager Program Manager	July 2011 – April 2015
Tech Mahindra Limited	Pune, India

- Deliver multiple projects developing API for a major global Telecom Client - AT&T for their emerging business market (EBM) program.
- Lead teams of 50+ Project managers and professionals globally in multi-vendor environment.
- Lead on-time and on-budget delivery within client's quality standards.
- Build strong repo with customers.
- Direct the design round table to conduct the feasibility studies, product launch.

Sr. Manager	May 2010 – July 2011
Manthan Systems Pvt. Ltd	Bengaluru, India

- Handling deliveries of existing projects for Market Research clients such as IPSOS and Synovate supplying analytics services.
- Leader on product road map to customize ARC, an established analytics/BI product for retail for Market Research firms.
- Collaborate closely with Director- Business development on proposals, SoW to win new deals.

- Collaborated closely with different teams like UI development, middle ware, back-end development and Report developer to achieve a common goal.

Project Manager Scrum Master Delivery Manager	November 2006 – April 2010
Infosys Technologies Limited	Croydon, UK/Pune, India

- Leading implementation and delivery of \$2.7million (YoY) projects customized applications for developing product/services under Local Loop Unbundling (LLU) for global Telecom client.
- Working closely with sales/Business Development team. Preparing proposals, estimations, work packages authorization quarter on quarter to ensure the revenue retention.
- Leading a 40+ member on/offshore team for design, development, testing, User acceptance testing
- Ensuring the smooth deployment, following the regulatory compliances as these projects were part of EMP (Equivalence of Management Program)

Sr. Consultant	March 2005 – November 2006
Capgemini Consulting India Pvt. Ltd	Mumbai, India

- Build multiple project plan, deliverables, code review and test plans for one of the global utility firms called London Electricity/EDF Energy
- Reviewed risk mitigation plan, communication plan.
- Engaging closely with senior management on reviewing deliverables and SLA maintenance
- Managing Internal and external quality audits

Sr. Software Engineer	August 2001 – February 2005
Seteria (India) Ltd	Birmingham, UK/Noida India

- Programing PL/SQL on HP UNIX, Shell Scripting, Creating designs, ERD and DFD (Data Flow Diagram) for project from a British global telecom giant.
- As an onshore co-coordinator, collaborating closely with client and offshore team.
- Creating test plans, reviewing the test plans of the team, execution test cases.
- Working closely with project leads help them creating project plans.

Deputy Engineer	March 1998 – July 2001
Central Electronics Limited	NCR, India

EDUCATION

Degree	Specialization	University	Years
MBA	Business Management	Narsee Monjee Institute of Management Science, Mumbai (NMIMS)	2009-2010
S. Tech	Computer Science	Indian Institute of Technology (IIT) Delhi	2000-2001
B. Tech	Electrical	College of Technology, Pant Nagar - Uttarakhand	1993 -1997