

# Aryan Sharma

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## Summary:

Experienced Product Solution Specialist with over 3.8 years of hands-on expertise. Proficient in Jira, backlog, MVC, salesforce, Veeba Vault, SQL, APIs, payment gateways, and skilled at troubleshooting technical issues. Adept in data management, requirement gathering, and possessing a strong foundation in technology, operations, and product management. Self-motivated and detail oriented, I am actively seeking opportunities as a Product Solution Consultant to leverage my skills and contribute to innovative Integration Specialist.

## Skills:

Technical Knowledge: MySQL, PostgreSQL, SQL Server (GCP), SAP, BTP, API Integration, FTP, Custom Object, Security Designs, Lifecycle Management, Report Creation (MySQL), UAT & SIT Testing, Change & Release Management, Veeva, NetSuite.

Functional Knowledge: Requirement Gathering, Configuration Management, ITSM, Test & Defect Management, Oracle HCM Cloud Absence/Leave Management.

Business Tools: CRM, POS, 3PO, WFM, Redash, Visual Studio, Workbench, Jira, Snowflake, Postman, Salesforce, Confluence, G-Suite, Wrike, Microsoft SharePoint, ServiceNow.

Other Skills: Product Roadmap Planning, Agile, Waterfall, Scrum, Kanban, Lean, Data Tracking & Quality, Data Visualization, Figma, Zeplin, Customer Handling, Problem Solving, Research, Story Creation (Draw.io, Tray.io).

## Work Experience:

### Assistant Product Manager, Lepton Software - 08/2024 – Present (Telecom)

- Handling Vi (Vodafone) & Dialog WFM flow, API requirement and development.
- Extensive experience in analysis, design, and implementation of project requirements.
- Working with tools such as WFM and Smart Inventory.
- Handling test flow for tickets raised via HPSM, OWS, NMS, etc.
- Utilizing Oracle SQL Developer & pgAdmin to analyze API errors and ticket issues.
- Conducting API testing in Postman for functional validation.
- Leading a team of 4 developers (backend & frontend).
- I work on MySQL, Postgres, APIs, and Inhouse tools.

### Assistant Integration Manager, DotPe - 10/2021 – 01/2024 (F&B, FinTech)

- Partnered with Support Manager and IT Product teams to prioritize and address support tickets 24/7, ensuring alignment with business goals.
- Provide product support and maintenance to the clients for specific ERP solutions.
- Initiate API Integrations for all the businesses who use our PIPE. (Postman, Swiggy, Zomato)
- Worked on Data and Strategy. Use Redash & Snowflake to fetch the db data.
- Fixed TAT, SLA for all FTP and ADSR integration ticket issues followed by mentioned KPI.
- As analyst, I handled sales dip and ftp data of big enterprise clients like Blue Tokai, McD, Biryani Blues, Nirula's, Social, Pizza Wings, MOD, Hatti Kapi, etc
- Integrate WABA (WhatsApp), MSG91 Messaging, ADSR, NetSuite, for enterprise merchants.
- Led website/app integration with 3PO systems & payment gateways.

- Handle big merchant like McD, Hatti Kaapi, MOD, Pizza Wings {Website/App and Bifrost integration}
- Handle Inventory and Supply Chain complexities.
- Handle product requirements {ERP, CRM, POS}.
- Proficient in generating insightful reports and maintaining stringent turnaround time (TAT) standards.
- Supervised a team of 6 Solution Managers while handling inventory and integrations.

### Product Analyst, Planet Spark - 04/2021 - 08/2021 (edtech)

- Developed web services using HTML and Bootstrap
- Managed CRM ticket delivery and incentive strategy for faculties
- Configured deals using HubSpot CRM
- Created dashboards & reports using MySQL for performance tracking.

### Intern, Skill Vertex - 01/2021 - 03/2021 (edtech)

- Developed website using WordPress and HTML/CSS (Front-end)
- Worked on backend data management.
- Website – skillvertex.in

### Personal Projects:

- ✂ **Data Manipulation Dashboard** (Python: Pandas, Seaborn, Matplotlib, Tkinter) (02/2024)
- ✂ **Disintegration Dashboard** (MySQL: Redash, Snowflake) (03/2023 – 01/2024)
- ✂ **Google Assistant Action** (05/2018 – 06/2023)

### Education:

#### Under Graduation - 08/2017 - 08/2021

Course - B. Tech in Computer Science and Engineering,  
University - Lovely Professional University, Phagwara

#### Senior Secondary Education - 2016 - 2017

Subjects - PCM + CS  
School – Sun Beams,  
UP board, Kanpur

### Certifications:

- Learning Snowflake DB (2023)
- Data Engineering Nano Degree (2020)
- C++ Coding Blocks (2020)
- Web development (2019)
- Product Management: Building a Product Roadmap - LinkedIn

### Languages:

**English:** Full Professional Proficiency  
**Hindi:** Native or Bilingual Proficiency