ROHIT SHARMA

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SUMMARY

Strategic IT leader with 17+ years of expertise in Solution Architecture, Cloud Transformation and Enterprise IT delivery across banking, telecom, and logistics domains. Proven ability to architect scalable solutions, drive digital modernization, and lead cross-functional Agile teams. Adept at aligning IT initiatives with business goals, contributing to multimillion-dollar pre-sales pursuits, and delivering measurable operational improvements. Proficient in Azure, microservices, Kubernetes, and DevOps practices.

EXPERIENCE

Consultant / Technical Project Manager
Tata Consultancy Services, Gurugram, India   *Jul 2019 - Present*

- Part of a 5-member architecture board overseeing an account of 800+ resources.
- Collaborated with customers' architects for design discussions, ensuring alignment with business requirements and technical feasibility.
- Reduced platform downtime by 30% by architecting high-availability cloud-native solutions.
- Defined and implemented cloud migration strategies using Azure aligning with the 6 R's framework.
- Acted as a trusted advisor, conducting architecture workshops and aligning technical solutions with business goals.
- Defined and structured SLAs (Gold/Silver/Bronze tiers) based on application criticality and KPIs such as Mean Time to Resolve (MTTR), ensuring measurable and impactful AMS service delivery.
- Automated operational workflows, leading to a 40% reduction in manual ticket handling.
- Spearheaded Agile adoption across teams; mentored junior talent and introduced OKRs.
- Improved problem resolution efficiency using 5 Whys and RCA templates, reducing repeat incidents by 18%.

SKILLS

- Solution Architecture
- Digital Transformation
- Stakeholder Management
- Excellent communication & collaboration
- Project & Program Management: Pre-sales, RFP/RFI, Team Leadership, Delivery Governance
- Architecture & Cloud: Azure, Cosmos DB, Microservices, Kubernetes, Docker, Event-Driven Architecture
- DevOps & Tools: CI/CD, Git, Jira, Confluence, ServiceNow, Fortify
- Programming: Java, Spring Boot, REST, Angular, HTML5, JavaScript
- Methodologies: Agile, Scrum, Kanban, ITIL

KEY ACHIEVEMENTS

- Reduced average incident resolution time by 16% in 5 months by streamlining support workflows.

- Successfully transitioned 200+ applications from IBM to TCS with zero critical incidents.

- Recognized with 'Star of the Quarter' for exceptional contribution to enterprise architecture delivery.

Presales Solution Architect

Tata Consultancy Services, Gurugram, India Nov 2018 – Jun 2019

- Delivered 10+ presales proposals to major UK/EU telecom clients, defining technical scope, cost models, and delivery roadmaps.
- Led RFx bids in collaboration with sales and delivery teams, effectively positioning solutions to partners, vendors, and prospects.
- Supported digital transformation initiatives, including Field Force Management and CPQ automation.
- Designed solution architectures, estimated effort, and developed strategic delivery plans aligned with client needs.
- Co-created capability decks and go-to-market offerings with the sales team to drive new business, enhance digital maturity, and support growth.

Technical Architect

Tata Consultancy Services, Gurugram, India Jul 2015 – Oct 2018

- Led a team of 8 engineers in designing and developing complex software solutions in a fast-paced, agile environment.
- Supported multiple RFXs, contributing to solutions for Mobility, Field Force Management Systems, and HOBS CPQ products.
- Built an omnichannel front-office transformation use case showcased at Mobile World Congress 2018.
- Led POC that helped secure strategic digital transformation using AngularJS with headless CMS (Drupal).

Development Lead / Product Specialist

Tata Consultancy Services, Bournemouth, UK Jul 2012 – Jun 2015

- Managed 20-member team overseeing project planning, design, development, delivery, and UAT, ensuring compliance with quality standards.
- Enhanced product performance by 18% within 6 months by collaborating with TCS Performance Labs to identify and resolve key performance bottlenecks.
- Acted as the primary client liaison for gathering interface requirements, conducting gap and feasibility analysis, and defining acceptance criteria.
- Increased CSI by 7% by standardizing interface templates, enhancing reusability, and improving error handling and testing.

Module Lead

Tata Consultancy Services, Gurugram, India. Jul 2012 – Jun 2015

Application Developer

Tata Consultancy Services, Gurugram, India Nov 2007 – Nov 2011

EDUCATION

Master of Computer Applications,
Jun 2007
Guru Gobind Singh Indraprastha
University - Delhi, India

Bachelor of Computer Applications,
Jun 2004
Guru Gobind Singh Indraprastha
University - Delhi, India

CERTIFICATIONS & TRAINING

- Certified Tata Scrum Master