

# Sanjeev Sharma

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## Summary

Results-driven and strategically focused Software Engineering Executive with over 20+ years of experience leading high-performance teams in designing, developing, and deploying innovative software solutions. Proven expertise in driving technological advancements and operational efficiencies in fast-paced global environments. Adept at aligning software engineering practices with business objectives to enhance productivity, reduce costs, and improve product quality. Strong leadership skills with a track record of mentoring and developing talent, fostering a culture of collaboration and continuous improvement. Proficient in Agile and DevOps methodologies, overseeing the full software development lifecycle and implementing best practices to optimize workflows and ensure on-time delivery of high-quality products. Committed to leveraging emerging technologies to drive business growth and enhance customer satisfaction.

## Areas of Emphasis

- Technical Planning & Leadership
- Software Development Lifecycle
- Agile Methodologies, SAFe Framework
- SaaS, DevOps, SRE, FinTech
- Customer-Centric Development
- Budget Management, Cost Optimization
- Project & Program Management
- Risk Analysis & Solution Integration
- Highly Regulated Environments
- AI Integration, Product Development
- Enterprise Systems & Transformation
- Innovation & Technology Trends
- Leading, Training, Mentoring
- Cross-Functional Collaboration
- System Architecture
- Performance Metrics
- Technology Proficient
- Global Environments & Teams

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## Career Experience

**Yellow Parka Labs LLC**, Dallas, TX

07/2023 to Present

**Head of Engineering, Co-Founder**

Drive innovation and oversee project technical direction. Leverage experience in startup environments and established enterprises to navigate challenges and seize opportunities.

- Design and develop a high-quality, AI-powered travel planning website fully integrated with Open AI, Google Maps API, and diverse AWS services.
- Technology, Architecture, and SDLC consultant at **HCTRA**, a toll agency; implemented cutting-edge self-service web application for efficient account management. Contributed to the agency's design, implementation, and automation testing.

**AVAYA Inc**, Irving, TX

05/2022 to 06/2023

**Senior Director of Software Development & Engineering**

Led direct reports and cross-functional teams, 180 technologists in transforming on-prem social channels to a scalable Azure-based cloud-native social platform (Microservices, Kafka, Redis) with responsive UX design across Facebook, WhatsApp, Instagram, and Twitter, enhancing Customer Experience alongside chat and email channels.

- Defined next-gen architecture on hybrid-cloud and cloud-native Digital Channels (Chat, Email, Social Platforms) to meet growing business needs.
- Developed a comprehensive strategy for team skill level assessment and upskilling to achieve high performance, established development standards utilizing a cloud-native stack focused on API-first design and scalable, independently deployable components, and implemented hiring protocols, including online pre-screen testing to recruit new leaders and scrum teams.
- Collaborated with architects, leads, and customer support to build the tech backlog and gaps.
- Built product feature backlog with story maps and other tools engaged with Product Management.
- Delivered Social platforms with the highest quality for enhanced customer experience, enabled Facebook, Instagram, Twitter, and WhatsApp as AsyncChannels to reach customer agents.
- Established agile delivery practices for engineers, managers, directors, and offshore teams.

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**Charles Schwab**, Westlake, TX

07/2020 to 05/2022

## **Managing Director, Software Development & Engineering**

Led software development and engineering projects, collaborating with offshore teams to create scalable implementations. Oversaw 60+ technologists and guided 300+ matrixed team members. Customized SAFe methodology to enhance delivery tracking, transparency, and predictability for stakeholders.

- Worked with TCS offshore development and testing team, setting up automation standards and delivering with a quality-first mindset.
- Defined criteria necessary for scaling across Schwab Technology Services, encompassing Brokerage, Trading, Advisor Services, and various business units. Established metrics to measure and identify product needed scaling, pinpointing 350 applications out of 1,000 that required enhancement. Collaborated with VPs and SVPS from ten business units and stakeholders to develop a comprehensive scalability roadmap for expansion.
- Defined an adaptation of SAFe to track incremental delivery of Scale and increase transparency, credibility, and delivery predictability to our leaders & regulators.
- Achieved the scale amongst most Schwab applications by leading the scalability strategic initiative, giving Schwab a 10-year runway.

**Sabre Inc.**, Southlake, TX

04/2013 to 06/2020

## **Director, Software Development & Engineering**

Led the development and launching of an award-winning Crew Management Suite that improved global airline operations. Expanded a diverse team from 5 to over 120 technologists in Dallas, Krakow, and Bangalore within 18 months. Established a Technology Center of Excellence in Bangalore to enhance the team's global presence. Fostered a culture of innovation and compliance with international aviation regulations within the software engineering departments.

- Built and delivered an industry award-winning Crew Management Suite of products for Crew scheduling, training, rostering, qualification, payment, and Crew member use.
- Grew a team of 120+ team members starting from 5 in 18 months using hiring drives and vendor management across 3 locations (Dallas, Krakow, and Bangalore)
- Architected and built an amazing Java-Spring-based monolith Crew Management Suite with the ability to configure to any operating country's FAA-equivalent rules.
- Engineering journey involved taking from Local Legacy Crew System to on-prem SaaS solution to Lift & Shift AWS solution to AWS cloud-native, MSA-based hybrid solution.
- Achieved an annual revenue YOY of \$10Mn with software adopted by Singapore Airlines, Japan Airlines, Garuda, Lion, and many more.
- Established a Technology Center of Excellence in Bangalore while expanding the team's footprint.

## **Additional Experience**

**Development Manager** | Info Vista Inc., Addison, TX

**Product Architect** | EMC2, Voyence, Richardson, TX

**Senior Developer** | DSET Corporation, Richardson, TX

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## **Education & Professional Development**

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**Master of Science, Computer Science** | The University of Texas El Paso, El Paso, TX

**Bachelor of Engineering** | Bangalore University, Bangalore, Karnataka, India

**Cloud Computing: BC/DR Best Practices** | LinkedIn

## **Technology Proficiencies**

Figma, Datadog, Azure managed services, Aiven, Kafka, Redis, Spring Boot, Angular, TypeScript, NodeJS, Microservices, Kubernetes, Fitness, JUnit's, AWS S3, AWS Code Deploy, AWS Code Pipeline, Spring, Hibernate, Postgres, ehcache, JBoss, Cucumber, GCP, IBM Mainframe, C++, C#, Java, RabbitMQ, Docker, Jira, Version One, Rally