

SHASHANK BHARDWAJ

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CAREER SUMMARY

- Results-driven techno-functional leader with **13+** years of experience in leading initiatives and teams relating to Application, Network and Enterprise security, Requirements Analysis, Business Process Re-engineering.
- Possess subject matter expert on Internet, TCP/IP, API Acceleration, Application Security (Web Application Firewall), Bot management and Web Performance.
- Skilled in driving product revenue and experience in managing customer projects in positions of increasing responsibility in the delivery of business consulting and systems development.
- Partner closely with regional as well as global sales/pre-sales leaders to ensure deal success and drive revenue.
- Collaboration with Products, Sales and Engineering to deliver the customer solution.
- Developing team and leadership, coaching members within the team as well as externally.
- In-depth understanding of requirements across organizations to develop global process operations at the scale that accelerate revenue growth, deal conversion, and optimize overall efficiency
- Proven skill in driving Process Transformation roadmap, defining and implementing strategic initiatives to ensure our continued success in driving revenue.

CORE COMPETENCIES

• Statistics & Data Analysis	• Project Management	• Data Preparation.
• Strategy and Operations	• Web Application Firewall	• Cyber Security
• Customer Relationship Management	• Planning and Execution	• Performance Management
• Bot Management	• Web Performance Management	• Enterprise Security/Zerotrust
• Customer Identity Access Management	• Leadership	• Requirement Analysis & Solutioning

EDUCATION

- Bachelor of Engineering in Electronics and Communication from Manipal Institute of Technology, Manipal, Karnataka, India – 2008
- Masters in Machine Learning and AI, Liverpool John Moore's University, United Kingdom (In Progress)

TECHNICAL SKILLS

Internet Technologies: HTTP(s), H2, HTML, JS, CSS, jQuery, APIs, DevOps,
Network Technologies Firewall, Proxy, TCP/IP, DNS.
Language: Java/J2EE, Struts 2, C++, Python.
Application: Eclipse IDE, MySQL, Postman, Wireshark, Salesforce, JIRA, A360

CAREER TRAJECTORY

Akamai Technologies, Bengaluru, India

Apr 2012 – Till date

Growth Path:

Senior Service Line Manager Apr 2017 – Till date

Senior Solutions Architect Apr 2012 - Mar 2017

Key Deliverables:

Working as a **Senior Service Line Manager**

- Handling a team of 23 Solution Architects.
- Managing Global services team to deliver services and onboard customers on Akamai's Web, Media, Security, and Enterprise products
- Responsible for setup of Akamai Identity Cloud professional services team for the Asia Pacific and Japan
- Partnering with Sales to driving product revenue through deal conversions by showcasing Akamai's value proposition against competitors.
- Manage Customer's as well as internal C level executive communication for critical deals.
- Create and manage competitive battle-cards and case studies against Akamai's competitors.
- Accountable for setting up a partner enablement program to enhance channel ecosystem
- Working with support teams, product & engineering to resolve issues with product and services
- Accountable for hiring and training team members.
- Collaborating with multiple cross-functional teams to develop scopes and implement solutions to achieve company goals
- Overseeing several revenue-generating projects at a time without sacrificing standards
- Training, coaching, and mentoring staff to ensure smooth adoption of the new program
- Tracking trends and suggested enhancements that would both challenge and refine the company's product offerings

Worked as a Senior Solutions Architect

- Worked as a Consultant and provided Web performance & Security solutions to customers to make their website fast and secure
- Handled requirement gathering from the customer
- Designed and implemented solutions along with product value confirmation reports.
- Maintained current and in-depth understanding of business processes, needs, and objectives
- Monitored network performance and provided network performance statistical reports for both real-time and historical measurements
- Suggested architectural improvements, design solutions, and integration solutions
- Proposed technical feasibility solutions for new functional designs and suggested options for performance improvement of technical objects
- Collaborated with customers from concept through final delivery of product or service

Collabera Technologies Private Limited, India

Sep 2011 – Apr 2012

Senior Software Engineer

Key Deliverables:

- Collaborated with team members to create an application's system analysis based on client requirements
- Interfaced with customers to efficiently resolve issues.
- Worked with project managers, developers, quality assurance, and customers resolve technical issues
- Trained and mentored junior developers and engineers
- Wrote test cases so that the application could be tested in a legitimate environment
- Created proofs of concept for innovative new solutions
- Performed all testing and troubleshooting methods and documented resolutions in the system
- Improved system performance by creating proactive adjustments and resolving bugs

PRECEDING ASSGINMENTS

Infosys Technologies Ltd., India | Senior Systems Engineer | Sep 2008 – Sep 2011

AWARDS/ACHIEVEMENTS

- 2021 Columbia Business School Graduate: Management Essentials
- 2020 Tuck School of Business Graduate: Strategy is Innovation
- Received Solutions Architect of the Year at Akamai Technologies, India
- Received Most Valuable Player - Software Engineer Award at the unit level in Infosys

- Won the Best Rookie Award at the unit level in Infosys, India

End of CV