THOMAS SHARMA

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IT MANAGER

Drives corporate-wide transformation initiatives to enhance efficiency and drive growth. Expertise in modernizing technology and processes, leading enterprise-wide deployments, and implementing automation strategies.

- Fosters cultural change and Agile adoption; record of boosting productivity and collaboration. Known for pioneering impactful methodologies and frameworks to mitigate risks, streamline operations, and optimize project delivery.

- Adept at leading cross-functional teams, mentoring talent, and achieving measurable results in complex, dynamic environments. Proven expertise in strategic planning, and process optimization, combined with a strong focus on driving continuous improvement and delivering tangible results.

Key Competencies:

Lean Six Sigma • Agile / Waterfall • Process Improvement • Data Analysis • Project Leadership • Technology Roadmaps
Automation • Performance Metrics • Cross-Functional Teamwork • Data Analysis • Strategic Planning • Team Building
Enterprise-Wide Tool Deployment • DevOps Integrations • Impact Assessment • Risk Mitigation • Leadership • Mentorship
Agile Coaching • Audit Framework • Compliance • Change Management • Cost Reduction • Organizational Design • Change
Failure Rate • Quality Assurance • Resource Management • Agile Adoption • Project Optimization • Center of Excellence
Minimal Viable Products (MVPs) • Test Management • Test Automation • Operational Excellence

PROFESSIONAL EXPERIENCE

Debit Corporation | Santa Clara, CA   2019-Present
TECHNOLOGY MANAGER (CONTINUOUS IMPROVEMENT – PROCESS & TOOLING)

Spearhead a corporate-wide, multi-year initiative to modernize technology and processes, driving efficiency and organizational growth. Lead DevOps integrations, enterprise-wide tool deployments, and incident management, ensuring high-quality service delivery and seamless operations. Pioneer an Impact Assessment process to identify project dependencies and risks early in the project lifecycle, resulting in improved cost estimation and risk mitigation. Lead and mentor teams of Coaches and SMEs, enhancing Scrum Masters' effectiveness in removing obstacles and fostering improved team communication. Introduce a comprehensive audit framework to ensure compliance with processes and quality standards, enhancing organizational efficiency and risk management.

- **Slashed change-related incidents by 21% within 24 months** as a result of implementing modified Change Failure Rate metric to track changes causing incidents.
- **Reduced planning time from a week to just several hours while also streamlining project prioritization,** as a result of successfully orchestrating rollout of the Quarterly Planning process.
- **Boosted Agile adoption scores from 42% to 74% across all IT and Support teams within one (1) year,** driving increased productivity and collaboration.
- **Built and empowered a team of IT professionals to serve as change champions and Agile coaches,** driving cultural transformation and agility across the organization.
- **Implemented process improvements and automation strategies**, resulting in significant cost reductions and increased IT throughput.
- **Implemented and executed an Impact Assessment process** to identify project dependencies and potential effects during the early stages of project development, enabling stakeholders to gain deeper insights into the true costs, risks, and benefits of key projects.

General Motors | Detroit, MI   2012-2019
GLOBAL PRODUCT DEVELOPMENT – PLM NON-PROD ENVIRONMENT SOLUTIONS AND QA MANAGER (2015 – 2019)

Coordinated and led end-to-end planning and execution of strategic quality functions for mid to large-scale projects, overseeing development, integration, QA testing, and performance roadmap implementation. Established comprehensive communication plans and software quality roadmaps to expedite the delivery of high-quality software to business users. Improved relations with business, vendors, and IT stakeholders through effective communication strategies, surveys, feedback mechanisms, and value delivery initiatives. Spearheaded resource management efforts, including recruitment, onboarding, role assignment, task prioritization, and performance evaluations.

(General Motors – continued)

- Successfully delivered an OpEx (Operational Excellence) project, **slashing overall duration by 40% and generating estimated cost savings of $4M+ over the next 3-5 years.**
- **Led the optimization of an application delivery process, achieving a 40% reduction in overall delivery time** through rigorous training, mentorship, and the implementation of proven methodologies such as DMAIC, Value Stream Mapping, and Fish-bone diagrams.
- **Managed and guided teams of testers in crafting and executing high-quality test cases,** identifying automation opportunities, and maintaining automation scenarios.
- Facilitated thorough review and understanding of project requirements, **resulting in software with significantly improved first-time quality and reduced delivery timelines.**
- **Established a Center of Excellence (COE) team to deploy GM's Agile framework,** coaching multiple teams in Agile practices to enhance value delivery and accelerate project timelines.
- Transitioned teams from traditional Waterfall approaches to Agile methodologies, **enabling them to deliver Minimal Viable Products (MVPs) within 3-4 Sprints, driving increased efficiency and stakeholder satisfaction.**

GLOBAL CORPORATE FUNCTIONS - IT MANAGER (2012 – 2015)
Led, coached, and mentored a team of QA professionals in developing and executing test strategies, conducting requirements and data analysis, managing defects, and upholding quality standards across Agile and Waterfall projects. Facilitated closer collaboration between Business Customers, Architects, and DBAs to ensure thorough requirement reviews and effective project management. Collaborated closely with project teams and contractors to ensure the successful implementation of all testing activities in accordance with established standards and guidelines.

- **Provided leadership guidance** in problem-solving, risk mitigation, and critical thinking to cross-functional resources involved in team delivery.
- **Developed and maintained several user-friendly reports and metrics (KPIs)** to keep business customers and Leadership informed about daily progress, proactively addressing potential roadblocks, risks, and issues.

Federal Reserve Bank **| Dallas, TX**   **2011-2012**
SOFTWARE QUALITY LEAD
Orchestrated and oversaw the end-to-end testing activities and upgrades for a large-scale web-based credit and loan application tool. Devised and implemented an automation test strategy aimed at maximizing regression testing coverage while minimizing maintenance efforts.

- **Directed and supervised all Quality Assurance activities and operations** for the End-to-End testing initiative, ensuring alignment with project objectives.
- **Implemented process standardization measures** and established checkpoints to foster reusable and repeatable test scenarios across QA teams.

Previous Career History:
Playing in the Band - Grapevine, TX, Senior QA Analyst | SOUTHWEST AIRLINES - Dallas, TX, Senior QA Analyst

EDUCATION & PROFESSIONAL DEVELOPMENT

Masters in Commerce (Major in Business), Barkatullah University, Bhopal (pending – one term shy)

Bachelor of Commerce (Major in Economics), Barkatullah Vishwavidyalaya, Bhopal

Certified Scrum Master – Scrum Alliance (2020)

Certified Product Owner – Scrum Alliance (2020)

Six Sigma – Green Belt (2019)

Operational Excellence (2017)

ITIL Foundations (2012)