

Parikshat Sharma

Technology Delivery, Operations & Program Recovery Leader | Independent Adviser

Gurgaon, India | +91 947 801 7257 | namaste@parikshatsharma.com | parikshatsharma.com | linkedin.com/in/parikshatsharma

PROFESSIONAL SUMMARY

Technology delivery and operations leader with 19 years of experience across Amdocs, T-Mobile US, telecom OSS/BSS, managed services, healthcare technology, startup delivery and independent advisory assignments. Career progression spans technical implementation, Scrum Master and Senior Scrum Master responsibilities, Team Lead, Team Manager, Software Development Team Manager, Director of Delivery & Operations and Senior Advisory Consultant. Experienced in working with client and senior leadership stakeholders, with direct C-level interaction in the Director role.

TECHNOLOGY EXPOSURE

LANGUAGES & FRAMEWORKS	C, C++, Java, Spring, shell scripting and Microsoft SQL
ENTERPRISE PLATFORMS	AWS, IBM Sterling File Gateway, Connect:Enterprise, Amdocs Activation Manager and telecom OSS/BSS
DELIVERY ENVIRONMENT	Jira, Rally, Scrum, SAFe, PI planning, production support and distributed delivery

PROFESSIONAL EXPERIENCE

Senior Advisory Consultant

Feb 2026 - Present

Independent

- Process delivery, practical advisory and professional training.

Director, Delivery & Operations

Dec 2024 - Feb 2026

JRS Innovation & OXMaint

- Led delivery coordination, client stakeholder management, timelines, finance and budgeting across startup engagements.
- Joined an at-risk delivery for a leading online platform in Indonesia providing ride-hailing, food delivery and digital-payment services with roughly one quarter remaining; travelled to the client site, clarified needs, set priorities and closed coordination gaps.
- Worked with the JRS engineering and testing team that built the technology, customer stakeholders who supplied decisions and feedback, and company leadership to reach production go-live.

Agile Coach

Sep 2023 - Dec 2024

Independent consulting

- Supported agile adoption for a US digital-health company providing connected solutions for people living with chronic conditions.
- Delivered agile training and coaching for a German B2B software company whose platform automates data-driven catalogues and publishing workflows. Both assignments were vendor-mediated.

Software Development Team Manager

Mar 2020 - Aug 2023

Amdocs Development Center, Pune | T-Mobile US account

- Managed delivery, people responsibilities and offshore staffing in a fully remote environment; participated in the engagement leadership group and client relationship.
- Guided PI planning and SAFe practices; facilitated SAFe and growth-mindset training for Amdocs employees.

Team Manager

May 2019 - Mar 2020

Amdocs | T-Mobile US, Atlanta

- Managed production-support and promotions-product work, people responsibilities and daily operating priorities.

PROFESSIONAL EXPERIENCE - CONTINUED

Team Lead

Sep 2014 - Apr 2019

Amdocs | T-Mobile US, Atlanta / Bothell

- Worked across production support, promotions delivery and release coordination. Progressed from Scrum Master to Senior Scrum Master as more teams and Scrum Masters were added; introduced SAFe practices across the growing setup.

Programming Senior SME

Mar 2011 - Sep 2014

Amdocs | T-Mobile US, Bothell

- Provided onsite application support for provisioning integration, prepaid, Wi-Fi/Hotspot and care applications; handled business and engineering requirements, deployment and IBM Sterling integration.

EARLIER AMDOCS EXPERIENCE

Programming Senior SME

Nov 2009 - Mar 2011

Amdocs Development Center, Cyprus

- Designed, programmed and tested Amdocs Activation Manager changes; contributed to solution design, scoping and estimation for Tier-1 and Tier-2 carriers.

Programming SME

Jul 2007 - Oct 2009

Amdocs Development Center, Cyprus

- Began professional career in technical implementation work for Amdocs Activation Manager after graduating in June 2007.

SELECTED DELIVERY HIGHLIGHTS

Amdocs / T-Mobile US promotions capability

Team-built delivery | Scrum Master to Manager progression

- Joined the initial six-member promotions group as Scrum Master. Repeated delivery supported expansion of the wider capability to about eight related teams and 100+ members; progressed to Senior Scrum Master and later Manager as the work grew.
- A team-built Spring/Java solution replaced an earlier SQL-script and stored-procedure setup and introduced reconciliation and issue-prevention controls. Promotion-processing accuracy improved from about 60% to 99.9992% within one year, while the team supported dozens of prepaid and postpaid launches.

Connect:Enterprise to Sterling File Gateway recovery

Managed-services stabilization and platform migration

- The service had been failing roughly every two days, generating at least 12 critical tickets per week and requiring manual movement of important files. Stabilized alert handling, identified available SFG licenses, learnt the target setup, added two people to the transition team and led the migration. Recurring incidents stopped during the observed post-cutover period.

TRAINING & EARLIER CERTIFICATIONS

- Trained 125+ professionals across the UK, US, Israel and India; delivered Leading SAFe, SAFe POPM and SAFe for Teams, with a recorded 94.3% certification pass rate and 4+ / 5 SPC feedback.
- Previously held SAFe 6.0 SPC, AWS Certified Cloud Practitioner, SAFe Agilist, SAFe SPE and Scrum Alliance CSM. All listed certifications have expired.

EDUCATION & EARLY TECHNICAL FOUNDATION

B.E., Computer Science | Thapar University (formerly TIET) | Graduated June 2007 | CGPA 7.46/10

Six-month training at ISRO Satellite Centre, Bangalore (Jan-Jun 2006). Developed multiprocessor task scheduling for spacecraft onboard software using ADA-85, with Rose and Understand for ADA.

RECOGNITION & COMMUNITY

- Recognized multiple times by Amdocs VP/Director leadership for operations excellence and innovation.
- Co-founder, Asian Regional Space Settlement Design Competition; helped establish and organize its first three years and returned as a volunteer guide in 2021.