

Ishani Sharma

Results-driven Technical Project Manager | Expert in Kanban, Agile, Scrum, and High-Impact Project Delivery

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PROFILE SUMMARY

Experienced professional with **7 years of expertise in Agile and Scrum methodologies**, holding **PMP, CSPO, and CSM certifications**. Proven track record in leading **large-scale projects**, facilitating Agile ceremonies, and coaching teams. Skilled in **project planning, resource allocation, and stakeholder engagement**.

Successfully managed and **delivered over 10 projects** on time and within budget, **achieving a 25% increase** in team productivity and **95% stakeholder satisfaction**. Expert in data analysis, backlog prioritization, and sprint planning. Developed and delivered courses on Agile and Scrum on **Udemy and GUVI**.

Renowned for blending data with **strategic insights, fostering innovation, and enhancing team performance** through effective problem-solving and communication. Committed to continuous improvement and driving project success.

CORE COMPETENCIES

Project Management , Agile & Scrum Methodologies , Kanban, Change Management , Risk Management , Time & Effort Estimation , Resource Management , Stakeholder Management , Team Management , Business Analysis , SDLC , BRD , FRD , Daily Scrum, Sprint Planning, Sprint Demo & Retrospective Meetings , Agile Transformation , Training, Mentoring & Coaching , Technical Development & Delivery , Rally, JIRA, Microsoft TFS, ServiceNow PPM, Confluence, Excel

AREAS OF EXPERTISE

- **Agile Methodologies & Coaching:** Expert in facilitating Agile practices & Scrum ceremonies, adeptly coaching teams for improved delivery.
- **Insightful Reporting & Dashboarding:** Proficient in creating detailed project documentation and insightful dashboards using Tableau and Power BI to support informed decision-making.
- **Strategic Project Planning & Management:** Skilled in developing and executing comprehensive project plans, ensuring timely delivery and strict adherence to budgets.
- **Effective Client & Stakeholder Management:** Proven track record of enhancing client satisfaction by managing expectations, providing prompt updates, and consistently delivering on project objectives.
- **Dynamic Team Leadership & Coordination:** Leading and inspiring cross-functional teams, fostering collaboration, and significantly improving team performance to achieve project milestones.
- **Data Analysis:** Resourceful in applying analytical skills to drive strategic decisions and optimize project outcomes through meticulous data preparation and evaluation.

WORK EXPERIENCE

Technical Project Manager, UnitedHealth Group – Optum , Jun’21-till date

Joined as Associate Data Analyst worked in the capacity of Business Analyst & rose to the position of Technical Project Manager

- Outlining project scope and compiling business requirements with application directors
- Acting as the intermediary between stakeholders and development teams, converting requirements into technical objectives
- Utilizing Kanban and Scrum for managing and executing projects; overseeing backlog management, sprint planning, daily stand-ups, reviews, and retrospectives
- Guiding teams in achieving sprint objectives and communicating metrics to stakeholders
- Ensure effective risk management and mitigation strategies are in place.
- Foster a collaborative and high-performing team environment.
- Providing training on Scrum and Agile methodologies
- Have performed data preparation, assessment, and dashboard creation using Excel and Tableau
- Have developed methods for analysing high-risk providers and identifying potential claims to prevent abrasion

Data & Business Analyst, Polestar Solutions Pvt. Ltd., Feb’20-Jun’21

- Performed feasibility testing on wireframes with 99% accuracy
- Developed BRDs, user stories, and tasks in Jira to clarify stakeholder needs
- Implemented ETL processes with SSIS and SSAS, and produced Power BI reports
- Obtained UAT approval, managed the transition to production, and finalized the project
- Created a data model and dashboard for financial analysis using SSIS and SSAS

Data Analyst, 1E Info Pvt. Ltd., Mar’18-Jan’20

- Organized product data (licensing, bundling, and availability) using Excel
- Executed market research and data analysis with SQL scripts
- Managed content deployment on Azure throughout the SDLC, covering preparation, validation, build creation, & testing
- Produced KPIs and customer progress reports using Excel to boost satisfaction and efficiency

CERTIFICATIONS

- Project Management Professional (PMP)
- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)
- SAFE Fundamentals
- The Business of Product Management
- Agile with Atlassian JIRA

EDUCATION

- Bachelor of Technology in Computer Science Engineering from Delhi University, Delhi in 2017 – 92.4%