Aradhana Sharma

Technical Program Manager • Agilist • 9+ yrs

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Summary

Seasoned technical program manager with a proven record of building and leading high-performing multidisciplinary teams across 3 continents in streaming services, SaaS, e-commerce, marketplace, and corporate marketing. My expertise lies in driving business growth through data-driven decision making, strategic planning, and fostering cross-functional collaboration. With 9+ years of industry experience, including 4 years in leadership roles, I thrive on crafting and executing long-term strategic visions while consistently delivering results.

Experience

Warner Bros Discovery • Senior Technical Program Manager

JAN 2022- PRESENT • SAN FRANCISCO, UNITED STATES

Helped launch max.com leading 5 cross-functional programs, integrating 400+ HBOmax & 27 discovery+ partners.

- Successfully onboarded 16 million affiliate users on new platform by spearheading the end to end planning and execution of microservice architecture based backend platform.
- Boosted the accuracy of revenue recognition by 15% with a unified affiliate partner subscription model. Enabled seamless customer retention from partners to direct consumers.
- Managed the migration of 26 million affiliate subscriptions from legacy system to new system by collaborating with cross-functional teams, ensuring 94% migration accuracy.
- Led the databricks data ingestion for 4 different teams(Clients, SDK, Subscriptions, Partner Integrations) and achieved 40% improvement in data analysis & reporting time by establishing business success/failure funnel dashboards, ensuring data accuracy.
- Established scaled agile framework for product, SDK, design, & engineering teams across 3 countries.

Asana • Technical Program Manager

SEP 2020- DEC 2021 • SAN FRANCISCO, UNITED STATES

Drove end-to-end delivery of support and development programs with a budget of $5M and 30+ personnel cross-functional teams (onsite & offshore).

- Implemented ITSM processes for technical operations support to streamline customer requests.
- 40% reduction in mean time to resolution (MTTR) by regularly analyzing and reporting support metrics like first response, MTTR, SLA breach rate, NPS, and more.
- Achieved process adoption target 45 days ahead of goal timelines by implementing change management strategies and coaching cross-functional teams and stakeholders on the new processes.
- Drove program structure and optimizations by partnering with cross-functional teams using central governance cadence, shared reporting dashboards, and increased visibility by weekly/monthly meetings.

Kaodim • Program Manager

NOV 2017- FEB 2019 • SELANGOR, MALAYSIA

Built & scaled 15+ personnel engineering team in a matrix organization, for Web & mobile apps across 4 countries.

- Instituted a 2POD structure with full stack teams, following scrum(later kanban), accelerating the product development and launching 6 key features within 5 months.
- Established change management among 4 cross-functional teams by setting a central triage platform and reducing issue resolution time by 40% using severity defined schema.
- Drove OKRs and key business metrics aligning with the business goals by handling competing priorities and conducting monthly roadmap reviews with C-suite executives.
- Hands-on experience creating epics, user stories, milestone schedules, scorecards, and project playbooks.
- Worked closely with the engineering & devops team on continuous deployment using circleci, AWS, GitHub.

Monotype • Technical Program Manager

FEB 2015 - JUL 2017 • NOIDA, INDIA

Established 4 cross-platform product development teams, B2B & B2C, across 3 countries forming technical CoE

Product— CIM (Olapic)
- Built an in-house team of 8+ animators/designers in India and NY for a SaaS platform, starting from hiring to process and people management, enabled a new revenue stream for the company.
- Spearheaded Kanban process with transparent communication via live dashboards, integrating risk and change management frameworks, on-boarding all stakeholders and aligning teams in 3 time zones.
- Generated $1.2M ARR with 60% reduction in clients' production costs & 2X engagement on campaigns.
- Reduced the project delivery cycle by 60% using continuous modular delivery & reducing wait times.

Product— Linotype & Monotype.com
- Saved $30K in operational cost by setting up a 20 member team in India & Germany.
- Organized the implementation of 4 new product features: online subscription payments, a redesigned digital interface, CMS upgrade, and AWS migration. Managed in-house UX design team integration with SDLC.
- Built and scaled an agile model for growing product, design, research & engineering teams across 3 countries, increased frequent quality releases. Acted as scrum master/ servant leader for 4 teams.
- Reduced customer issues by 30% over a 2-month time period by enhancing test suite, test scenarios, and code reviews.
- Conducted customer interviews and impact assessment to pipeline customer feedback into the roadmap.

Past work • Engineering Manager

JUNE 2007 - JAN 2015 • NEW DELHI, INDIA

- **HCL Technologies (Engineering Manager, 3.5 years):** Developed 9+ personnel web engineering team, orchestrating internal and vendor projects for timely delivery. Oversaw end-to-end development, including CMS migration, alumni portal, and digital marketing, utilizing Linux, Drupal, MySQL, PHP. Managed partner/vendor relationships, including RFPs, negotiations, and project deliveries.
- **Srijan Technologies (Senior developer, 4 years)**: Project architect and senior developer for client projects, worked on Drupal, PHP, MySQL, jQuery for award winning mid-size to small websites. Handled end to end migrations from different platforms to Drupal CMS.

Skills

Program
Agile methodologies, SDLC, Risk & change management, Team building & mentoring, Stakeholder engagement.

Product & Tech
Software Architecture, Data analysis, Databases, OAuth, Big Data, Wireframing, Usability testing, Product strategy

Tools
AWS, Google Analytics, SQL, Tableau, Databricks, Smartsheet, HTML/CSS, jQuery, Python, JIRA, Trello, Asana,Confluence

Notables

Certifications
Scrum Master, Scrum Product Owner, SAFe Scrum Master, HFI Usability Analyst

Leadership @ Monotype
Part of the strategic team focused on portfolio expansion & business decisions.

Leadership @ Warner Bros Discovery
TPM lead for strategic group under Global Identity business unit.

Education

Golden Gate University (2019-20)
Master's in Information Technology Management (GPA 3.8, Honors)

XLRI Jamshedpur (2012-13)
Post-graduate Certificate in Business Management

Punjab Technical University, (2003-07)
Bachelor of Technology in Computer Science Engineering