

RAMNEEK SHARMA

IT Project and Program Manager

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EXECUTIVE SUMMARY

PMP and PRINCE2 certified IT Project and Program Manager with 27 years delivering complex infrastructure, cloud, ERP and systems-integration programs across government, defence, utilities and telecom. Combines Agile, Hybrid and Waterfall discipline with strong financial oversight, stakeholder management and technical leadership across Azure, AWS and hybrid-cloud environments. Repeatedly delivers ahead of schedule and protects budgets.

CORE COMPETENCIES

Project Management & Program Delivery | PMP & PRINCE2 | Agile & Scrum | Stakeholder Management | Budget & Financial Control | Risk & Dependency Management | Cloud & ERP Delivery | Transformation | Governance & Assurance | Scope & Schedule Management | Vendor Management | Benefits Realisation

CAREER HIGHLIGHTS

- Influenced \$50M+ in technology delivery and managed-services value across 27 years and 7 industries (Government, Defence, Utilities, Telecom, Banking, Insurance, IT Managed Services).
- Secured \$1.2M in new revenue and a 15% delivery-efficiency gain across IBM government and enterprise accounts.
- Hold PMP, PRINCE2, ITIL, AWS and Azure certifications with a current Baseline security clearance (AGSVA).

PROFESSIONAL EXPERIENCE

Independent Consultant | Averro Technologies (AdvIT Pty Ltd)

Melbourne, Australia | Jan 2025 - Present

- Architected a scalable 24x7 managed-services framework for Amazon Connect, improving service readiness 30% through service models, responsibility matrices and operational runbooks.
- Optimised PMO and project financial controls for multi-industry clients, lifting financial-tracking accuracy 25% by embedding best-practice governance and reporting.

Service Delivery Manager, Delivery Project Executive & PMO | IBM Australia

Melbourne, Australia | Sep 2021 - Nov 2024

- Directed ITIL-based service delivery for a government account on the MAXIMO Enterprise Asset Management suite, achieving 98% SLA adherence across incident, problem, change and request management.
- Modernised the enterprise service catalogue, accelerating service-request fulfilment 40% by re-engineering request and fulfilment processes.
- Reduced repeat incidents 30% by leading root-cause analysis and proactive problem management across vendors and internal teams.
- Increased delivery efficiency 15% and secured \$1.2M in additional revenue via a contract extension, strengthening stakeholder engagement and forecasting accuracy.
- Improved project financial-tracking accuracy 20% and achieved 100% Data Security and Privacy compliance by deploying new budgeting and control tooling (IPPF).

- Cut overdue Defence ERP program dependencies 34% (32 to 21) in eight weeks by re-engineering reporting and integrating IMS and EPMS.

IT Infrastructure & Cloud Consultant | Independent IT Consultant

Australia | Mar 2016 - Sep 2021

- Delivered data-centre transformation, migration and virtualisation programs, sustaining 99.9% service availability through cross-technology troubleshooting and P1 incident resolution.
- Designed a cost-efficient Open Compute (OCP) cloud infrastructure proof of concept for Telstra, adopted into a Canberra hyperscale data centre.

Manager, Services | Nokia Networks and Atos

India | Jan 2011 - Dec 2015

- Led a global team of solution architects and integration specialists, lifting customer satisfaction to 95% within six months by optimising L1 and L2 performance and SLA management.
- Standardised the global delivery centre IT environment and connectivity model, improving stability and business continuity.

Project Manager, Project Lead & Senior Network Engineer | IBM India, Birlasoft, CSC, Microland, Allied Digital

India | Prior to 2011

- Built a 27-year foundation in IT delivery, infrastructure and service management across enterprise and telecom clients.

TECHNICAL SKILLS

Project & Program: End-to-end project & program delivery, scope / schedule / risk control, dependency management, transformation & migration

Methodologies: PMP, PRINCE2 (Practitioner & Agile), Agile, Hybrid, Waterfall, Scrum, DevOps, CI/CD

Financial & PMO: Budget tracking & forecasting (IPPF), financial governance, billing, PMO reporting, vendor & contract management

Cloud & Technical: Microsoft Azure, AWS, Kubernetes, Infrastructure-as-Code, data-centre & cloud migration, ITIL, MAXIMO | Jira, Confluence, MS Project

CERTIFICATIONS

PMP | PRINCE2 Practitioner & Agile | ITIL Foundation (v3) | AWS Certified Cloud Practitioner | Microsoft Azure Fundamentals | Baseline Security Clearance (AGSVA)

EDUCATION

Bachelor of Science, Kurukshetra University, India | Languages: English, Hindi, Punjabi