

Rohit Sharma

16742 Marsala Springs Dr.
Round Rock, TX 78681

rnsharma@thesharmas.org
www.linkedin.com/in/rohitnsharma

Ph : 512-560-9330

Skills Summary

Results oriented and execution focused leader with strong technical background and expertise. Possess good vendor management skills and can scope and deliver large scale software development projects. Well-versed with every part of the software product lifecycle (marketing, development planning and execution, validation, services readiness, legal contracts, launch activities, customer issue resolution and pre-sales engagements)

Experienced in working with large, geographically distributed and cross functional teams. Excel at simplifying product visions into customer solutions and leading teams to successfully deliver products to the marketplace. Have good communication and presentation skills, comfortable presenting to executive management as well as customers.

Experience

Development Manager, Symantec Business Client Products, Dell Inc. Aug 06 - Current

Significant contributions

- **Product Delivery:** Delivered multiple releases of Dell Client Manager (DCM) and Dell Client Configuration utility (DCCU). Delivered Dell's first thin client solution with Altiris Deployment Solution, Key contributor in setting Dell marketing requirements and priorities for Symantec. Co-wrote the marketing requirements for DCM and DCCU with the product marketing team.
- **Technical Expertise:** Client Systems Management expert in the in the organization.
- **Sales engagements:** As technical expert for system management with various account executives.
- **Customer relationships:** Directly engaged with various large customers (HEB, Progressive, Perot Systems, TAMU, Lockheed) to solve their problems and advise them on recommended solutions.
- **Customer engagements:** (Dell TechSummit, Dell Enterprise briefing center) and Dell Field Readiness Summit (FRS). Provided a concise view on how Dell tools can help customers solve their Systems Management problems.
- **Competitive intelligence:** Performed evaluation of various Systems Management products (KACE, Spice works, Microsoft SCE) and virtualization products (Platespin, VMware convertor) and provided feedback to executive management. Evaluated solutions based on customer pain points.

Significant Projects

Development Manager, Dell Client Manager.

Dell Client Manager (DCM) is the primary Dell branded 1:Many console for Dell business Client systems built on the Symantec Notification Server architecture. DCM supports all Dell Business Client systems. DCM is also the primary console to deliver the Out Of Band (OOB) features present on Dell systems (Intel VPro and Broadcom TruManage). As DCM supports a large number of hardware platforms successful delivery of this project required leading and driving multiple teams across multiple sites and multiple companies (Broadcom, Intel and Symantec).

Significant achievements

- Key contributor in every step of the delivery process. Co-wrote Marketing MRD's, reviewed contracts, led the delivery of the product through the engineering lifecycle (Plan, Develop, Test), ensured successful launch (marketing launch plans and service readiness) and managed post RTS issues (direct contact with customers to solve field issues).
- Worked closely with Dell and Symantec marketing to ensure that correct requirements were captured and prioritized accurately. Authored requirements for major OOB features in the MRD (Intelligent Diagnostics, Intel Roomed Features). Actively provided feedback in Altiris QTR's.

- Successfully scoped and delivered product to the marketplace on time every time. Drove the interlock with a large number of ODM's and Dell teams (Quanta, Wistron, Foxconn, Mitac, Dell-ADC, Dell-BDC, Dell-CDC, Dell-SDC, Symantec, Intel, Broadcom, Entech).
- Teamed and collaborated with the advanced engineering team and Broadcom to deliver the first DASH enabled console for Dell systems.
- Successfully integrated new vendor into the product. In collaboration with Singapore design group, drove the implementation of the Display Management feature (key selling point for Dell Displays) into DCM. Ensured correct legal and procurement agreements were in place with Symantec and Entech (new vendor).

Development Manager, Altiris Deployment Solution for Dell Thin Clients (FX 160)

The FX 160 is Dell's Flexible computing solution. Project involved defining specifications and features for a new class of products (first thin client solution by Dell), and working with a new ODM development process. Key selling point over competitor's solutions was the ease of manageability provided by Dell customization of the Altiris deployment solution. Drove multiple cross functional teams to successful delivery of solution, teams include the Altiris deployment server development team and the Novell OS team. Key contributor in contract review.

Significant achievements

- Developed and delivered key features that are a Dell value differentiator for the flex solution. Demonstrated innovation and was recognized by senior management (Enterprise PG revolutionary).
- Teamed and collaborated effectively with Dell development team as well as ODM development team. Key contributor to the ODM bios specification.
- Published key whitepaper outlining competitive advantages of Dell solution. Whitepaper is key enabler in the sales process. SME for the Flex solution and sourced in the organization for any customer pre sales engagements related to flex computing.

Lead Test Engineer, Dell Inc

June 02 – Aug 06

Significant contributions

- Participated and led automation BPI projects that resulted in savings of >\$500K.
- Kick started a knowledge sharing program to enable the global sites to engage more effectively - brought parity between Dell US and Dell regional validation skill set and processes.
- Participated in the team that defined and implemented processes in the requirements engineering area. This enabled the Dell Software engineering group to achieve the CMMI level 2 Certification.
- Kick started the lessons learned project in test. Established benchmark metrics on how the success of the organization will be measured.
- Worked with executive management and defined the Post Project analysis template which is used by the entire test organization.
- Published several internal and external whitepapers to improve upon the technical collateral of the test organization.

Significant Projects

Lead test engineer for the next generation of Dell Servers (PE 1950, PE 2900, PE 2950)

Test effort spanned multiple product lines of business (Storage, Server and Software) and involved five different test organizations modeled as virtual team testing/delivering the entire solution.

Significant achievements

- Led and drove the interlock with various LOB development organizations to architect comprehensive test strategy. Enabled solution testing i.e. test the product as a solution of server/software/storage rather than independent LOB silos.
- Worked closely with various development organizations to define product requirements and influence the implementation of the IPMI specification in Dell servers.
- Kick started the test planning using requirements analysis effort in the product test organization. Defined the process and implemented it for the next generation program as a proof of concept. Use of this process reduced the test overlap between the various test groups significantly as requirements were now crisp and unambiguous. This resulted in a clear work split which resulted in reduction of overlap and increased resource efficiencies.

Lead Engineer for IT Assistant 7.0

IT Assistant 7.0 is Dell's primary management console to manage Dell Servers. ITA 7.0 was a re-architected product with significant features that enabled Dell to scale to the enterprise. (> 500K lines of Code). Test Lead responsible for team of 10 engineers split between Austin and Bangalore.

Significant achievements

- Successfully scoped and managed for half the project resources to be in an offshore location. Managed the relationship effectively with the offshore test and development group.
- Played a key role in designing key software update and change management features by providing technical feedback to development designs from a customer's perspective.
- Designed and implemented a memory utilization testing strategy - resulted in detecting memory leaks that occur only in enterprise class environments.
- Designed and implemented the scalability strategy with the use of third party software simulation tools. Resulted in reduction in cost for testing the program since software simulation eliminated the need for large amounts of real physical hardware.

Intern (System Test group), Procket Networks, Milpitas CA

May 2001 – Aug-2001

- Was responsible for testing various modules of the routing software being developed at Procket. Resulted in exposure to various routing concepts and sharpening of my "on the fly" learning skills. Accomplishments included the discovery of various corner case bugs in the software.

Publications

Software Change Management using Dell OpenManage IT Assistant.

<http://www.dell.com/downloads/global/power/ps3q05-20050106-Sharma.pdf>

[Dell Client System Management with Microsoft System Center Configuration Manager](#)

Techcenter link: <http://www.delltechcenter.com/page/SCCM+++System+Center+Configuration+Manager>

Dell OptiPlex FX160 Thin Client System Management

http://www.dell.com/downloads/global/solutions/Tranquility_Whitepaper_Ver_1_3.pdf

General Skills

Technical/Product Marketing, Product Delivery, Program Management, Communication and presentation skills.

Technical Skills

- **Systems Management protocols:** SNMP, WMI, IPMI, DASH, ASF
- **Systems Management Technologies:** Intel AMT, Broadcom TruManage.
- **Operating Systems:** Windows, Linux, FreeBSD, Intel Based servers and client systems.
- **Networking:** TCP/IP suite of protocols.
- **Programming languages:** C
- **Lifecycle :** Software engineering, Software Lifecycle (waterfall and agile)
- **Automation tools:** Segue Silk test. Unix Shell scripting (bash)

Education

North Carolina State University, Raleigh NC.

Master of Science (Computer Science)

May 2002

University of Bombay, Bombay, India

Bachelor of Engineering (Electronics).

Aug 2000