ASHISH SHARDA

Executive Technology Leader | Customer-Centric Delivery Leader | Finance, AI & Robotics Expert | Software Development Innovator

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EXECUTIVE SUMMARY

Strategic technology executive driving $20M+ revenue and $3M+ cost savings through customer-focused AI, finance, and robotics solutions. Proven track record in aligning engineering strategy with corporate objectives and translating vision into executable roadmaps. Expert in building bridges between technology teams and business stakeholders, consistently achieving 85%+ customer satisfaction while managing P&L for multi-million dollar portfolios. Hands-on leader with extensive experience in Salesforce, Open-Source Technologies, and financial systems, scaling teams to 30+ engineers in fast-paced environments. Implemented engineering metrics to drive performance excellence and continuous improvement. Improved cloud infrastructure using AWS with Blue/Green and Canary deployments, achieving 15% cost reduction while maintaining delivery excellence and exceeding client expectations. LinkedIn Learning instructor and upcoming O'Reilly (August 2025) instructor, mentoring at Techstars, ACP, and volunteering at Hope Alliance, TX.

PUBLICATIONS & THOUGHT LEADERSHIP

- **LinkedIn Learning Instructor:** Published AI and software architecture course, sharing expertise with global audience.
- **O'Reilly Instructor:** Creating Robotics and AI-driven automation course, launching August 2025.
- **Medium Blog Author:** Bi-weekly articles on Rust, AI, and finance, 2,000+ monthly readers.
- **Mentor, Techstars & ACP:** Guide startups in AI, robotics, and leadership, mentoring 5+ founders.
- **Volunteer, Hope Alliance, TX:** Drive community initiatives, impacting 200+ individuals annually.
- **Book Author:** "Java Mastery: A Comprehensive Guide to Interview Success."

CORE EXECUTIVE COMPETENCIES

- **Strategic Leadership:** Define technology roadmaps, align engineering with business objectives, influence C-suite stakeholders.
- **Customer Relationship Management:** Drive 85%+ customer satisfaction through delivery excellence and proactive expectation management.
- **P&L Management:** Oversee multi-million dollar portfolios, develop budgets, and deliver on financial targets.
- **Technology Governance:** Direct technology stack selection, architecture decisions, and system design to enable scalability.
- **Team Development:** Build high-performing teams, create career paths, and implement mentorship programs.

- **Process Optimization:** Implement metrics-driven performance improvements and engineering efficiency initiatives.
- **Cross-functional Collaboration:** Bridge technical and business requirements with effective stakeholder communication.
- **Solution Selling:** Develop tailored proposals and RFP responses with 60%+ win rate.

TECHNICAL & STRATEGIC COMPETENCIES

Technology Stack:

Salesforce, Java, Python, React, TypeScript, C#, .NET, Three.js, Terraform, Rust, AWS, GCP, Microservices, AI/ML, ROS, Kafka, Snowflake.

Architecture & Design:

System architecture design, technology selection governance, technical roadmap development, end-to-end product lifecycle management.

Emerging Tech Leadership:

Implemented Rust, Python, and TypeScript for high-performance systems, evaluated new technologies for business advantage.

Strategic Frameworks:

OKRs, DORA Metrics, Blue/Green, Canary, Systems Integration, BI Tools, Agile/SAFe methodologies, CI/CD pipeline optimization.

Engineering Excellence:

Established engineering performance metrics, implemented code quality standards, security compliance frameworks.

Customer Success Methodologies:

Net Promoter Score optimization, customer journey mapping, proactive service delivery, technical escalation management.

PROFESSIONAL EXPERIENCE

DIRECTOR OF ENGINEERING

Cross Country Mortgage, Charlotte, NC   *Sep 2023 – Present*

Key Executive Achievement: Drove $2M+ annual cost savings through digital transformation, enabling 20% revenue growth while maintaining 85% customer satisfaction rate and aligning engineering execution with strategic business objectives.

- Developed engineering strategy aligned with corporate vision, establishing clear product roadmaps and timelines that guided cross-functional execution priorities.
- Delivered AI-driven loan processing solutions using Python and .NET, leveraging Scikit-learn for predictive analytics, achieving 20% faster processing for $50M+ loan volume and receiving customer satisfaction scores of 4.3/5.

- Scaled team from 10 to 20 engineers, reducing time-to-hire by 30% (90 to 60 days), 80% offer acceptance, establishing mentorship programs and career progression frameworks for 3+ junior engineers to senior roles.

- Managed P&L for $10M portfolio, developing annual budgets and meeting revenue targets through optimized resource allocation and strategic customer account planning.

- Served as customer delivery point of contact for 5 strategic accounts, conducting monthly service reviews, managing expectations, and identifying cross-sell opportunities worth $1.5M in additional revenue.

- Implemented React 18 frontend with Redux for state management and .NET Core backend with EF Core, establishing technology governance committees and integrating Snyk into GitHub Actions for 70% vulnerability reduction.

- Optimized cloud infrastructure using AWS Lambda and EC2, establishing engineering metrics dashboard and reducing costs by 15% with Blue/Green deployments for minimal-downtime updates, monitored via CloudWatch.

- Enhanced financial data workflows by integrating Snowflake for data warehousing, enabling comprehensive analytics with Kafka streaming, and effectively communicating technical decisions to non-technical stakeholders.

- Led resource prioritization and constraint management across multiple initiatives, optimizing engineering throughput and delivery predictability while maintaining quality standards.

- Contributed to proposals and RFP responses, achieving 60% win rate and $3M+ in new business through tailored solution development.

HEAD OF ENGINEERING

Formant, Austin, TX   *Jan 2022 – Sep 2023*

Key Executive Achievement: Built 15-engineer robotics team, delivering AI-driven telemetry platform, contributing to $10M Series B with client satisfaction rating of 4.2/5 through end-to-end product lifecycle management.

- Established end-to-end product lifecycle processes from ideation to production, implementing rapid prototyping methodologies that reduced time-to-market by 30%.

- Developed backend systems using TypeScript, Node.js, and Three.js for 3D visualization of robotic telemetry, improving sprint velocity by 40% with Webpack optimization.

- Led ROS-based AI/ML initiatives with Python and TensorFlow, implementing LSTM models for predictive maintenance, optimizing workflows for 30+ robotic systems.

- Created formal engineering performance metrics program measuring delivery velocity, code quality, and system reliability, driving continuous improvement cycles.

- Served as primary engineering contact for strategic clients, conducting biweekly service reviews and identifying $2M in expansion opportunities through proactive needs assessment.

- Implemented CI/CD with GitHub Actions, Datadog for monitoring, and Playwright for E2E testing, using Terraform to provision Kubernetes clusters on GCP, reducing infra setup time by 25%.

- Contributed to 50% ARR growth by delivering client-focused features, leveraging Canary deployments with Istio for safe rollouts, achieving 99.5% uptime and 80% customer retention rate.

- Managed P&L for robotics platform, developing detailed annual budgets and delivering 12% margin improvement through strategic resource allocation and customer-aligned roadmap prioritization.

- Architected real-time telemetry pipelines using Kafka and Redis, processing 500K+ events daily, enhancing system scalability.

- Collaborated with sales and marketing teams to develop technical proposals and product demonstrations, leading cross-functional governance committees and contributing to 8 new client acquisitions.

SR. DIRECTOR OF ENGINEERING

Lending Tree, Austin, TX   *Nov 2016 – Dec 2021*

Key Executive Achievement: Transformed engineering to agile-at-scale, supporting $50M+ loan volume with 30% sprint velocity improvement and 90% on-time delivery rate through strategic alignment of technology and business objectives.

- Created and executed comprehensive engineering strategy aligned with corporate vision, establishing clear technical roadmaps that guided cross-functional execution priorities.
- Led microservices migration using .NET Core, Java Spring Boot, and AWS ECS, enabling 75% scaling capacity, optimizing costs by 15% via AWS economies of scale with Auto Scaling Groups.
- Developed React-based iPhone and Android apps with React Native, serving 5,000+ customers, integrating Firebase for real-time notifications, and ensuring technology stack governance across teams.
- Managed P&L for $5M+ budget, developing annual investment plans and improving EBITDA by 8% with Blue/Green deployments via AWS CodeDeploy, ensuring minimal-downtime releases and 99.8% platform uptime SLA.
- Established monthly customer stakeholder meetings, achieving Net Promoter Score increase from 42 to 58 through aligned delivery expectations and proactive issue resolution.
- Implemented formal engineering metrics program measuring delivery velocity, code quality, and system reliability, driving continuous improvement cycles.
- Improved acquisition metrics by 20% with Python-driven BI automation, using Pandas and Snowflake for data analytics, generating 25+ actionable insights monthly.
- Led cross-functional teams to develop customer-specific solutions, presenting quarterly innovation roadmaps to C-suite executives with 70% implementation approval rate.
- Created comprehensive team development framework including career progression paths, mentorship programs, and skill development initiatives, resulting in 30% lower attrition.
- Created and delivered 10+ successful RFP responses, working with sales and product teams to craft tailored solutions that addressed specific client requirements.
- Mentored 10+ engineers, establishing a Tech Talk series adopted across 3 teams, boosting knowledge sharing practices.

SOFTWARE ARCHITECT – SPECIAL PROJECTS

Apple Inc., Sunnyvale, CA   *Oct 2015 – Oct 2016*

- Built perception systems using Python, integrating reinforcement learning with Deep Q-Networks (DQN) and ML models (YOLOv3) for object detection, achieving 15ms latency on NVIDIA Jetson hardware.
- Implemented sensor fusion with Kalman Filters, combining LiDAR, camera, and radar data for 85% accurate environmental perception, tested on 50+ simulated scenarios.
- Collaborated with stakeholders across hardware, software, and design teams to ensure solution alignment with project requirements and timeline expectations.

ENGINEERING MANAGER

JobVite, San Mateo, CA   *Jan 2014 – Oct 2015*

- Developed C# and Java for talent acquisition platform using Spring MVC, contributing to 25% market share with REST APIs handling 500K+ requests daily.

- Served as technical liaison to key customer accounts, conducting quarterly business reviews and gathering requirements for product roadmap prioritization.

FOUNDER

Mentorez, Union City, CA   *Jun 2014 – Oct 2015*

- Developed Java APIs with Spring Boot and AngularJS chatting application on AWS Elastic Beanstalk, integrating Ejabberd for real-time messaging, serving 300+ users.

- Directly managed customer relationships, achieving 75% retention rate through personalized onboarding and responsive issue resolution.

LEAD MEMBER OF TECHNICAL STAFF, TOOLS

Salesforce, San Francisco, CA   *May 2012 – Dec 2013*

- Built Java-based API automation with HttpClient and Selenium WebDriver UI frameworks, achieving 65% test coverage for AngularJS apps.

- Collaborated with product managers and customer success teams to translate client feedback into actionable technical requirements, resulting in 20% faster issue resolution time.

- Implemented Salesforce platform optimizations that improved performance by 25% for enterprise clients, receiving recognition from VP of Engineering for customer impact.

- Developed and presented technical solutions to clients, achieving 75% stakeholder approval rating through clear communication of complex concepts.

TECH LEAD, QA

Visa, Foster City, CA   *Jun 2011 – May 2012*

- Led QA team of 6 engineers, designing and implementing automation frameworks using Selenium.

- Coordinated with development and operations teams to implement CI/CD pipelines, increasing test coverage by 50%.

- Managed defect tracking using Bugzilla and fostered collaboration between teams for successful releases.

TECHNICAL YAHOO

Yahoo, Sunnyvale, CA   *Sep 2008 – Jun 2011*

- Developed test automation framework for front-end using Java, Selenium WebDriver, and TestNG.

- Led local and global QA teams, communicating status reports to management and mentoring team members.

- Created backend automation framework in C for data validation, increasing test coverage and leading continuous integration efforts.

- Managed test case development and execution, working with product managers to ensure quality standards.

MODULE LEADER

Infosys, Bangalore, India   *Nov 2007 – Aug 2008*

- Created fully functional screens using JSP and developed client-side validation scripts in JavaScript.
- Fixed bugs through comprehensive testing cycles, mentored development team members.
- Handled online service activities and performed various testing in Windows/Linux environments.

MODULE LEAD

EDS, Bangalore, India   *Jun 2007 – Nov 2007*

- Led web site and web application development, including graphics design and HTML coding.
- Handled user provisioning and password management using Sun Identity Manager and Sun Access Manager.
- Developed database-driven web applications using MySQL and various application modules in HTML and Java.

SOFTWARE ENGINEER

NCR Corporation, Hyderabad, India   *Dec 2005 – Jun 2007*

- Worked on Load and Unload Utilities of Teradata with SQL Programming.
- Developed JMS with Weblogic and JMS with MQ Series implementations.
- Created shell scripts for load and unload utilities and contributed to web software development using JSP and Servlets.

COMMUNITY & LEADERSHIP EXPERIENCE

- **Open Source Contributor:** Maintain a testing framework used by multiple Fortune 500 companies, adopted by 8+ organizations.
- **Mentor, Techstars & ACP:** Support startups in AI, robotics, and leadership, mentoring 5+ founders.
- **Volunteer, Hope Alliance, TX:** Drive community initiatives, impacting 200+ individuals annually.

EDUCATION & CERTIFICATIONS

- Master's in Computer Science, Georgia Tech | Arizona State University
- Master's in Engineering Management, CSU East Bay
- MBA, Finance, Symbiosis, Pune, India
- Bachelor's in Computer Science, Walchand Institute of Technology, India
- AWS Certified Cloud Practitioner
- Project Management Professional (PMP)
- Six Sigma Green Belt
- Stanford Certified Project Manager
- Sun Certified Java Professional