Takshashil Shambharkar

Software Engineering Manager

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SUMMARY

Software Engineering Manager with 15.5+ years of experience in software development, project delivery, and team leadership. Known for building strong, collaborative teams, guiding complex projects to success, and bridging the gap between technical detail and business goals. Skilled at mentoring engineers, managing stakeholders, and creating an environment where people and products thrive. Currently leads a team of 18 engineers at ServiceNow, owning delivery, release planning, budgets and people development. Domain experience spans ITAM (SAM/HAM), HR service delivery, talent acquisition, ITSM, BFSI, telecom and travel–airline.

WORK EXPERIENCE

ServiceNow India Pvt Ltd

Remote, India

Software Engineering Manager

Apr 2017 – Present

- Led the troubleshooting AI agent initiative, reducing customer cases by 48%.
- Led SaaS integrations via an AI agent, letting customers set up integrations with zero manual effort.
- Led the SaaS app repo merge (30% less release overhead) and a cross-business-unit application manager initiative that significantly cut app install, update and instance upgrade time.
- Lead a team of 18 engineers (FTEs and contractors). Own hiring end to end, from requisitions and recruiter partnership through interview loops to offer, and grow tech leads into owners through regular 1:1s and stretch work.
- Run annual compensation reviews, identify and close compensation gaps across direct reports, and manage performance through coaching plans, PIPs and timely, direct conversations.
- Own project timelines, resource allocation, and team and contractor budgets. Commit to releases based on real remaining bandwidth, staying agile for late requests while protecting the team from burnout.
- Partner with product owners, peers and other business units to translate business priorities into engineering scope and negotiate it realistically.
- Set technical direction through design, architecture and code reviews, step in hands-on to unblock the team, and drive engineering practices around test automation, Git and Jenkins builds.
- Delivered products across ITAM (SAM and HAM workspaces, Workday SAM integration) and Digital Employee Experience (onboarding, HR case management, mobile onboarding, digital hiring).

Infogain India Pvt Ltd

Pune, India

Consultant

Oct 2014 – Apr 2017

Onsite with IBM India Pvt Ltd

- Gathered client requirements, designed solutions and implemented them to industry standards.
- Resolved application, server security and performance concerns.
- Coordinated with architects, infrastructure, product, security and operations teams across the SDLC.
- Implemented PAG, an in-house PCI DSS-compliant payment aggregator gateway serving all Vodafone-managed applications (Java/J2EE, Struts 2.0, Hibernate 5.0, IBM ODM), cutting operational cost by more than 50%.
- Built and supported Vodafone's Digital Simplicity self-service portals for postpaid and prepaid customers.
- Set up development, test and production environments, and worked in a DevOps model on deployments, third-party integrations and SIT/UAT with QA and customers.
- Mentored team members on their career progression.

Nityo Infotech Pvt Ltd

Pune, India

Software Developer

Apr 2014 – Oct 2014

Onsite with Accelya Kale Solutions

- Gathered requirements, designed solutions and coded to industry standards.
- Revamped Accelya's airline domain product using JavaScript, jQuery, CSS3, HTML5 and Java/J2EE.
- Developed eServices, a sales analysis tool showing airlines their position in local and global markets.
- Resolved issues escalated from support teams and assisted the team lead with architecture for new projects.

IDBI Intech Ltd — Nagpur, India

Software Developer — May 2012 – Apr 2014

Onsite with Reserve Bank of India

- Implemented features for RBI's payroll system using Java, J2EE and PL/SQL.
- Revamped RBI's payroll system using Java/J2EE, JSF (ICEfaces) and PL/SQL.
- Enhanced RBI's pension and settlement system, reducing user issues by 90%.
- Delivered the DEBC Helpdesk, a support ticket system for RBI employees, from requirements to production.
- Developed BFSI applications with Core Java/J2EE (JDBC, Hibernate, Spring, web services) and performed code reviews.

Bitlogy Solutions — Nagpur, India

Assistant Software Engineer — Aug 2011 – Apr 2012

- Implemented database features for Bitlogy's ERP system using PL/SQL.
- Worked on the Employee Inventory System for managing inventory allocated to employees, including unit testing, L3 support and technical documentation.

SKILLS

Leadership: Engineering leadership, Agile project management, Release & capacity planning, Resource allocation, Team & contractor budgets, Compensation reviews, Coaching plans & PIPs, Difficult conversations, Hiring & recruiter partnership, Burnout prevention, Cross-functional & cross-BU collaboration, Servant leadership, Stakeholder management, Risk management, Metric-driven delivery, Scrum Master

ServiceNow: ITAM – SAM & HAM, HR Service Delivery, ITSM, Now Experience UI Framework, Integration Hub, Flow Designer, Virtual Agent, Predictive Intelligence, Scripted REST APIs, Business Rules & Client Scripts, ACLs & Script Includes, Transform Maps & Scheduled Jobs

Technical: System design & architecture, Java / J2EE, JavaScript, Oracle PL/SQL, Spring, Hibernate, Struts 2, JSP / Servlets, REST & SOAP web services, Oracle 11g, MySQL, Git / SVN, Jenkins, WebLogic / WebSphere / Tomcat, IBM ODM, Oracle WebCenter Portal

CERTIFICATIONS

Certified Scrum Master (CSM) — Scrum Alliance

Certified System Administrator — ServiceNow

CIS – Human Resources (HR) — ServiceNow

CIS – IT Service Management (ITSM) — ServiceNow

SAFe 6 Agilist — Scaled Agile

Certified Application Developer — ServiceNow

CIS – Software Asset Management (SAM) — ServiceNow

RECOGNITION & HIGHLIGHTS

- **Speaker · Knowledge 20:** Presented a Now & Now session on Mobile Onboarding at ServiceNow's global Knowledge 20 event.
- **Llama Award × 2:** Recognized at ServiceNow in Q1 2022 and Q3 2022.
- **Side project:** Worked on ServiceNow's out-of-the-box Chrome plugin as a side project.
- **Client-facing onsite:** Onsite client engagements in the USA (2 months) and the UK (3 weeks).

EDUCATION

Bachelor of Engineering – Computer Engineering
University of Pune, 2010

LANGUAGES

English, Hindi, Marathi