

Insight of Interview

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I am a seasoned thought leader, Solution Architect, and Program Manager with 26 years of distinguished experience in the Global IT industry, including impactful tenures at IBM and CSC. I specialize in AI-enabled IT Transitions and Transformations (T&T), steering complex global engagements for large-scale enterprises across diverse domains. In my current role, I focus on integrating cutting-edge AI frameworks and Agentic AI solutions that drive operational efficiency, intelligent automation, and measurable value for our clients and organization. Beyond corporate delivery, I serve as the VP-Finance for the PMI North India Chapter, where I am a Global speaker on Social Impact Initiatives, a dedicated mentor, and an Academic Outreach leader. I am a member & volunteer of Global Academy of Doctorate and delivered award winning conference presentations.

A highly credentialed professional, my

certifications include globally recognized PMI-CPMAI, PMP, and IBM Expert Project Manager. I hold an MBA in Project Management, an M.Sc. in Computer Science, an MIT, and am currently advancing my expertise as a Research Scholar. Throughout my career, I have successfully led high-performing matrix teams, driving pre-sales, governance, and delivery across Europe, Asia-Pacific, and the Middle East.

1. What initiatives have you taken to keep yourself updated with rapid technological changes?

Navigating today's disruptive tech landscape requires shifting from passive learning to an active "continuous evolution" mindset. For me, this is a daily micro-commitment to explore emerging technologies, particularly how Agentic AI intersects with enterprise delivery frameworks.

To anchor this practically, recently I became one of the first few hundred professionals globally to earn the PMI-CPMAI (Certified Professional in Managing AI) credential which is the world's premier certification for managing AI projects. Beyond structured certifications, I actively immerse myself in international conferences and global research networks to absorb macro-trends from industry mentors. Crucially, I find that coaching my own mentees is the ultimate tool for sharpening my skills; translating complex technical frameworks into actionable insights for others forces me to constantly refine and future-proof my own knowledge base.

2. Can you share your journey, contributions, and key learnings in your organization?

My journey sailed through a radical evolution of the IT landscape. I began my career deep inside enterprise data centers, manually installing heavy software via floppy disks and CDs as software engineer. Today, I lead multi-million-dollar global bids, and speak on international stages representing the project management profession. In my organization, my contributions center on steering complex, high-stakes Transitions and Transformations (T&T) that bridge legacy systems with future-ready digital frameworks.

In my 26-year career, by deliberately choosing challenging lateral pivots alongside vertical promotions, I have

avoided professional stagnation. Embracing these high-friction, ambiguous assignments has expanded my strategic mindset, teaching me that true leadership requires the agility to zoom into technical architecture and zoom out to global account governance without losing momentum.

3. What is your success mantra or how do you achieve targets/results?

I am an intentional self-critic. My approach to achieving results is driven by structured self-reflection and a relentless pursuit of excellence. Rather than benchmarking my achievements against external metrics or competitors, my primary competitor is always my past self. My definitive success mantra is anchored in a continuous cycle of humility and execution i.e. "Celebrate with humility, ground yourself in the achievement, and immediately pivot focus to the next milestone." True success is an infinite game of personal and professional iteration. Embracing accomplishments with gratitude keeps me accessible as a leader.

4. How would you describe your leadership style?

I practice an adaptive leadership style, which is essential when orchestrating complex, global IT transformations across diverse cultural and geographic boundaries. In my world, no two technology ecosystems, clients, or market conditions are identical. While I create

complex project and program solutions for highly structured, deterministic AI frameworks, I recognize that the human element remains the most complex variable to navigate. People cannot be coded. They require empathy and team spirit.

As an innate "people's person," my leadership strategy adapts dynamically during ambiguous pre-sales biddings, or serving as a collaborative mentor to unlock individual potential. By fluidly shifting my approach between visionary steering and situational coaching, I transform human complexity into a collective competitive advantage.

5. What challenges have you faced as a leader and how did you overcome them?

The most persistent challenge I face is navigating the high-pressure environment of concurrent, multi-geography pre-sales bidding. Spearheading multi-million-dollar bids for diverse international clients means simultaneously solving for unique regional compliances, data protection laws and aggressive win targets under extreme time constraints. I overcome this through ruthless time-boxing and empowered delegation. By decomposing complex proposals into modular workstreams, I empower my matrix teams to own specific solution elements, while I steer the macro-strategy and client governance, consistently delivering winning solutions.

6. How do you maintain a balance between work and personal life?

My mantra is - "Love what you do, and do what you love." Because I am a project manager by heart and personality, my profession seamlessly integrates with who I am, eliminating friction between work and life. When I am not working, I intentionally recharge my creative mind through poetry, painting, and singing. Additionally, my volunteering and social impact initiatives provide a deep sense of purpose. True balance for me is not about dividing hours; it is about harmonizing professional delivery, artistic expression, and societal contribution to fuel long-term personal energy.

7. Is there any scope for collaboration between your organization and academic institutions for developing research programs?

Absolutely. As the Academic Outreach leader for the PMI North India Chapter, I see an immediate opportunity to establish a strategic partnership with Amity University to bridge the gap between management theory and industry practice. Our academic partnership model integrates PMI's global ecosystem directly into the university environment. This collaboration unlocks access to a network of over 700,000 project professionals, discounted global credentials (like PMP® and CAPM®), and cutting-edge AI-Powered resources like PMI Infinity™. By facilitating student clubs and active volunteering, we enrich the curriculum, fuel contemporary research, and directly enhance student employability through practical, future-ready execution

capabilities.

8. How do you deal with failure and what do you learn from it?

Failure is not a dead end for me, but an essential intellectual catalyst. In the high-stakes world of global IT transformations, a setback immediately triggers my learning aptitude. It serves as a diagnostic tool, forcing me to analyze where a process or strategy fell short. On a personal level, failure keeps me grounded and humbled. It acts as a direct challenge to my aspirations, inspiring me to refine my approach, and excel.

9. What traits should a good manager possess? What suggestions would you like to give to our young budding professionals?

A truly effective manager must prioritize human capital above all else; you must first master the art of understanding people before you can successfully manage technologies and deliverables. For young, budding professionals, my advice is simple: never stop learning if you want to remain relevant in this rapidly evolving world. Adopt the mindset of a lifelong student. Wake up every morning ready to challenge your own status quo, compete only with your past self, and relentlessly strive to become the absolute best version of yourself.

