

To Grow In The IT Training Industry One Must Have Technical and Functional Skills: Sharma

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What was your first job?

My first job was as a trainer for programming courses.

How was your experience?

My past journey of 10 years in Koenig has been always thrilling and full of learning experiences on both technical as well management fronts. In the initial years, I was more focused on technical stuff where I spent days and nights sharpening my skills so I could generate more value for our customers. I found it intriguing when I got the opportunity to work with a team of leaders. They taught me that you too can be a successful person, a person with the confidence and intelligence to think up an idea, refine it and bring it to life. It doesn't necessarily require a league degree, but it does take guts. There is risk involved, but this can be bested by initiative and passion, a refusal to be anything but the hardest worker assigned to the greatest project.

What are the things you have learnt?

Every job experience, every person – be it my boss, my team, my customer or even my worst critic had to offer me something that I still treasure as learning – how to work as a team; how to develop managerial skills; how to trouble shoot through crisis; how to deal with customers. It is important to have a goal, but you must not turn back if you fail at the first attempt.

In terms of management, I have learnt people management, resource management, and motivational discussions. I have learned to have genuine care and concern for the people you work with as it creates a better environment where people are willing to roll up their sleeves and accomplish great things as a team. To recognise where your strength lie, and work those, is the biggest lesson I learned when my working with Koenig started.



What skills did you acquire?

To grow in the industry you need to be good in both technical and functional skills. So while you understand coding to develop a product, you also need to identify your own customers, market and sell the same. Nothing that goes on within an organisation can be negated. Every department has its importance, every employee is a critical member of your team and everything is a skill. Empathise with your team and your clients. Listening more and talking less gets half of my jobs done. I'm a much better leader than a manager. "A leader does the right things and a manager does things right" still rings true to me.

What was your manager's teaching?

My mentor told me to be organised, so that I can focus on my priorities. To be the best, the person has to be knowledgeable, able to motivate people and has positive impact in raising the morale.

What was the turning point of your career?

My promotion as a group manager came with a lot of responsibilities and insight of business, boosted my career with six domains under one roof. It was hard but yet enriching experience to handle domains like Dynamics, Project Management, Adobe, Oracle, Citrix, and .Net.

What was your most crucial step/assignment?

It was a real challenge to become group technical manager and part of top Leaders of Koenig Solutions. I became more accountable for various diverse departments and my main role transformed to more of guidance and motivation.

Your advice to your peers and subordinates...

Keep customer in center, do the things around customer. And never be afraid to say 'I don't know' - you are not expected to know the answer to everything. Ask for help – people will always offer help but they have to know you need it.