

Name: Sharon A. Joseph, B.Sc., ITIL V4 MP, DTM

Location: Canada (Remote)

Areas of Instruction: IT Project Management • Agile/Scrum • Release & Change Management
• ITIL v4 • IT Operations • Service Management • Software Delivery Lifecycle (SDLC)

Professional Summary

Seasoned IT Program & Project Manager with 25+ years of global experience in enterprise program delivery, release and change management, IT operations oversight, and cross-functional leadership across technology, finance, telecom, government, and high-performance computing. Former Oracle University Instructor with extensive experience designing and delivering technical and business training programs. ITIL v4 Managing Professional with a proven ability to translate complex concepts into practical, engaging learning experiences for adult learners. Seeking remote instructor, curriculum developer, and corporate training roles in Project Management, ITIL, Agile, Release Management, and IT Operations.

Core Teaching Competencies

- IT Project Management (Waterfall, Hybrid, Agile)
 - Release & Change Management (Enterprise IT)
 - ITIL v4 Practices and Service Management
 - Agile, Scrum & DevOps Fundamentals
 - Software Delivery Lifecycle / SDLC
 - Requirements, Prioritization & Stakeholder Management
 - Operational Readiness & Governance
 - Corporate Training & Adult Learning
 - Curriculum Design & Instructional Delivery
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Professional Experience (Teaching-Focused Highlights)

Senior Agile Program Project Manager – Trend Micro (2022–Present)

- Manage agile program delivery for multiple global R&D teams and the Education division.
- Conduct sprint planning, roadmap alignment, stakeholder communication, and risk management.
- Create project documentation, delivery frameworks, and reporting for executive stakeholders.
- Collaborate with global teams, demonstrating cross-cultural communication essential in online teaching.

Agile Software Release & Change Manager – WorkJam (2021–2022)

- Led full release management lifecycle including planning, change control, readiness, deployment, and post-implementation assessment.
- Delivered structured release processes—material ideal for ITIL, SDLC, and Change Management curriculum.
- Mentored Release Coordinators and facilitated cross-functional communication.

IT Operations Oversight – CMHC (2020–2021)

- Oversaw IT infrastructure, networks, and application operations.
- Ensured change, release, and service processes met business and IT governance requirements.
- Directly aligned with ITIL/Service Management instruction.

Release Manager / Delivery Lead – Medavie Blue Cross (2019–2020)

- Conducted Release Readiness, Go/No-Go Reviews, stakeholder updates, and weekly release reporting.
- Developed runbooks and deployment plans—excellent teaching material for PM and Operations courses.

Release & Deployment Manager – Oracle Corporation (2010–2019)

- Managed releases for 25+ enterprise applications across global teams.
- Developed release frameworks, communication plans, and testing coordination processes.
- Delivered training and knowledge-transfer sessions to support releases.

Project Manager / Knowledge Management Specialist – Oracle (2008–2010)

- Designed and deployed Knowledge Management training for global support.
- Created mentorship, coaching, and training programs.

Sr. Principal Technical Instructor – Oracle University (2004–2005)

- Delivered Tier 1 and Tier 2 technical courses globally.
- Achieved 95%+ instructor utilization and exceptional learner satisfaction.
- Participated in curriculum development, SPOC testing, and instructor mentoring.

Senior Consultant & Training Lead – Platform Computing/IBM (2000–2004)

- Led training department operations and curriculum development lifecycle.
- Delivered global training across HPC and enterprise systems with satisfaction rates above 98%.
- Created courseware, labs, documentation, and customer-specific training programs.

Earlier roles include: Technical Trainer, Systems Analyst, Project Leader, and Support Specialist across multiple industries.

Education & Certifications

- **ITIL v4 Managing Professional** (Axelos)
 - **Advanced Certificate in IT Project Management** – George Washington University / McMaster University
 - **Associates Certificate in IT Project Management**
 - **Scrum Master & Scrum Product Owner Training**
 - **DevOps – Application Lifecycle Management Certificate**
 - **Bachelor of Science (Computer Science)** – Lakehead University
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Sample Courses Sharon Can Teach

- IT Project Management (Beginner to Advanced)
 - Agile Project Delivery & Scrum Foundations
 - Enterprise IT Governance & Risk Management
 - ITIL v4 Foundation / ITIL Practices
 - Change, Incident & Problem Management
 - Release & Deployment Management
 - Operational Readiness & Post-Implementation Review
 - SDLC and DevOps Fundamentals
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