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Result-driven and people-oriented Project Manager adept at leading cross-functional teams to achieve successful project outcomes. Skilled in fostering collaboration, optimizing resources, and delivering projects on time and within scope.

## Experience

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### **Rippey AI (Hybrid)**

*Louisville, Colorado*

*Associate Account Manager (December 2022-June 2024)*

*2022-2024*

*Process Analyst Team Lead (July 2022 - June 2023)*

#### Responsibilities

- Using Agile Methodologies to manage projects that help automate repetitive workflows for Freight Forwarders
- Managing development teams to integrate Rippey Automation Products to existing Logistics and Freight Forwarding Enterprise Resource Planning softwares, Transportation Management Systems and Rate Engines
- Tracking all the requirements on Jira to ensure all the work are documented and delivered in a timely fashion
- Communicating between various stakeholders like customers, developers and QA Analysts to ensure smooth onboarding of customers
- Preparing, and constantly updating a 'Business Requirement Documents' by conducting routine sync-ups with customers and understanding the scope of the project as per the negotiated contract
- Collaborating with the Product Manager, Customers and Data Entry Operators to create user stories to improve Rippey's existing Products
- Achieved an average extraction rate of >90% on Account Payable Invoices for Freight Forwarders using an LLM as part on an internal project
  - Worked closely with the Product Manager to develop an application and workflow to compare the effectiveness of the model after each iteration of tuning the model
- Led a team of 10+ Process Analysts to monitor the data of onboarded customers and ensure the quality of data that was being pushed to their ERMs
- Upskilled all the Process Analysts under my leadership to help achieve their career goals which prompted them to join the Software Development, QA and Project Management Teams.
- Wrote several Standard Operating Procedures for monitoring Rippey's live customers

### **SmartPaani Private Limited**

*Pulchowk, Lalitpur*

*Environmental Engineer*

*2019-2022*

#### Responsibilities

- Designed sustainable water and wastewater treatment system for households and industries
- Supervised the implementation of my designs and monitoring of the installed systems

- Developed proposal, designed and supervised the construction of two rainwater recharge systems for Bottler's Nepal and Bottler's Nepal Terai, and stormwater management system for various parks constructed by the City Planning Commission
- Designed a sustainable wastewater treatment system for Anandaban Hospital, Lalitpur
- Conducted Focal Group Discussions with students in over 60 schools across 5 districts in Nepal for UNESCO
- Conducted an in-depth qualitative and quantitative analysis for the report presented to UNESCO regarding the state of WaSH infrastructure in their working districts
- Designed a natural swimming pool at Thulokot, Pokhara
- Closed over 15 sales for household customers wanting sustainable water filtration systems
- Supervised the implementation and monitoring of drinking water treatment system for The Delegation of the European Union to Nepal

## Education

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### Leeds Beckett University

*Masters in Business Administration (Executive)*

*The British College, Kathmandu*

*2022-2024*

#### Relevant Coursework

- Contemporary Issues in Business Leadership
- Operations and Logistics Management
- Leading and Managing Innovation
- Entrepreneurship and Risk Management
- Strategic Management
- Cross Cultural Human Resource Management
- Consultancy Project

## Leadership & Activities

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### Voluntary Services Overseas (VSO) - International

#### Citizen Service (ICS) Program

*Action Learner*

*Chitti, Lamjung*

*Feb, 2019 - Apr, 2019*

#### Responsibilities:

- Learned how to conduct various programs in schools in a remote part of Nepal
- Led a team of Nepali and foreign volunteers to conduct education and WaSH programs in the school
- Wrote an article on "Waste Segregation at the Source" as part of the program completion

### Coursera Certificates

- [Introduction to Scrum Master Training](#)
- [Scrum Master Certification: Scrum Methodologies](#)
- [How to Create a Jira SCRUM Project](#)
- [How to Use Roadmaps in Jira](#)
- [Automate Tasks and Processes in Jira](#)

## Languages

- English: CEFR C1 Level
- Nepali: Native
- Newari: Native
- Hindi: Basic

## Skills

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- Project Management Using Jira
- Acute Understanding of Agile Philosophies
- Emotional Intelligence
- Transformational Leadership
- Problem Solving
- Customer-Centric Thinking

## Projects

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I am currently learning the basics of web development including HTML/CSS, JavaScript and React:

- [Personal Website using HTML/CSS](#)
- [Todo List using React JS](#)
- [A Picture a Day using NASA's API](#)

## References

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[Tejaswini Manjunath](#)

*VP of Operations*

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[Anisha Karn](#)

*Former: Chief Executive Officer*

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