



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

Ripsey AI (Hybrid)

Associate Account Manager (December 2022-Present)
Process Analyst Team Lead (July 2022 - June 2023)

Louisville, Colorado
2022-2024

Responsibilities

- Using Agile Methodologies to manage projects that help automate repetitive workflows for Freight Forwarders
- Managing development teams to integrate Ripsey 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 Ripsey'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.

SmartPaani Private Limited

Environmental Engineer

Pulchowk, Lalitpur
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

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

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

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

References

[Tejaswini Manjunath](#)

VP of Operations

Riphey AI

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[Anisha Karn](#)

Former: Chief Executive Officer

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