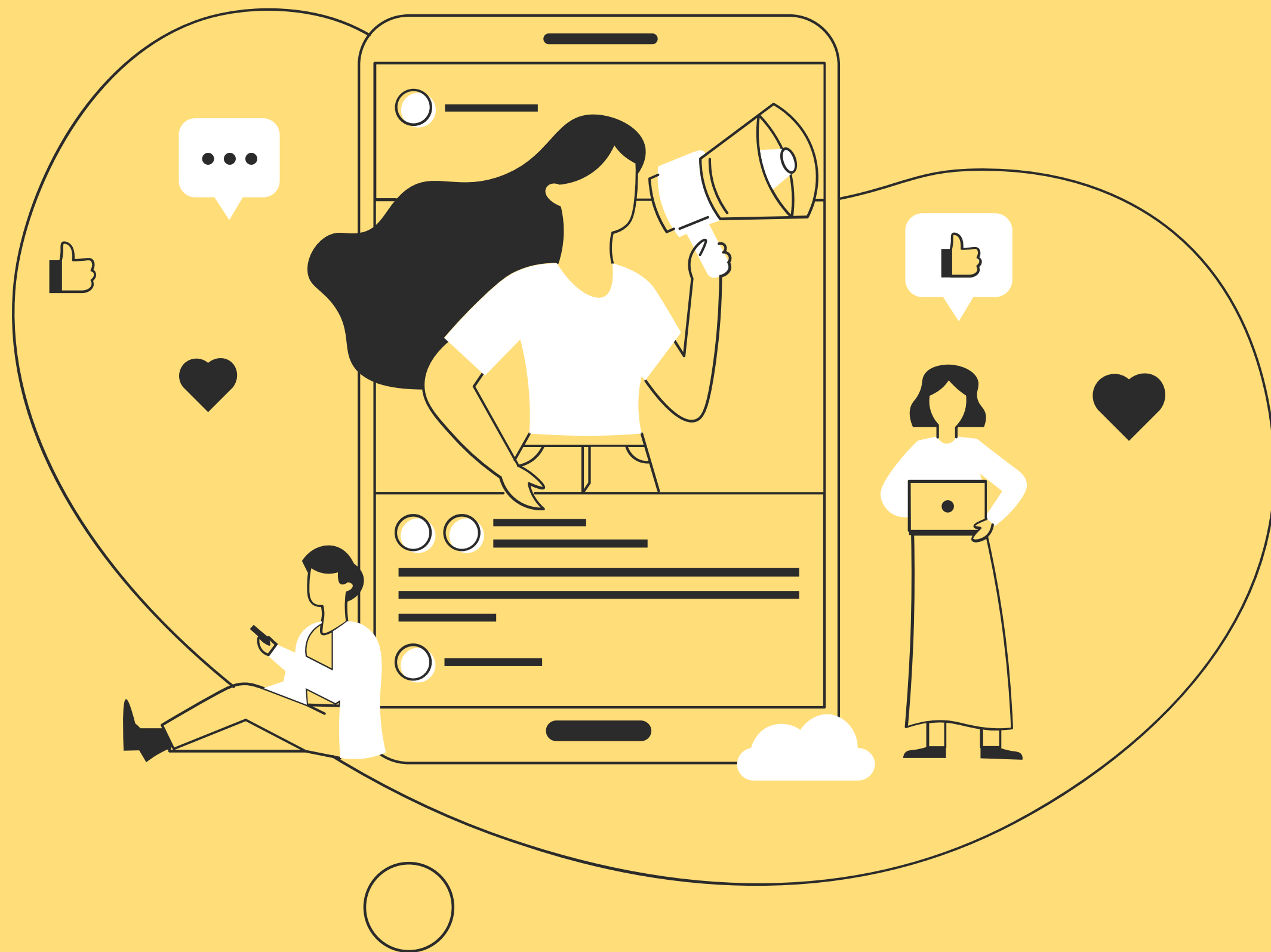


Shivani Yadav



Hi, I'm Shivani

Project & Operation Manager

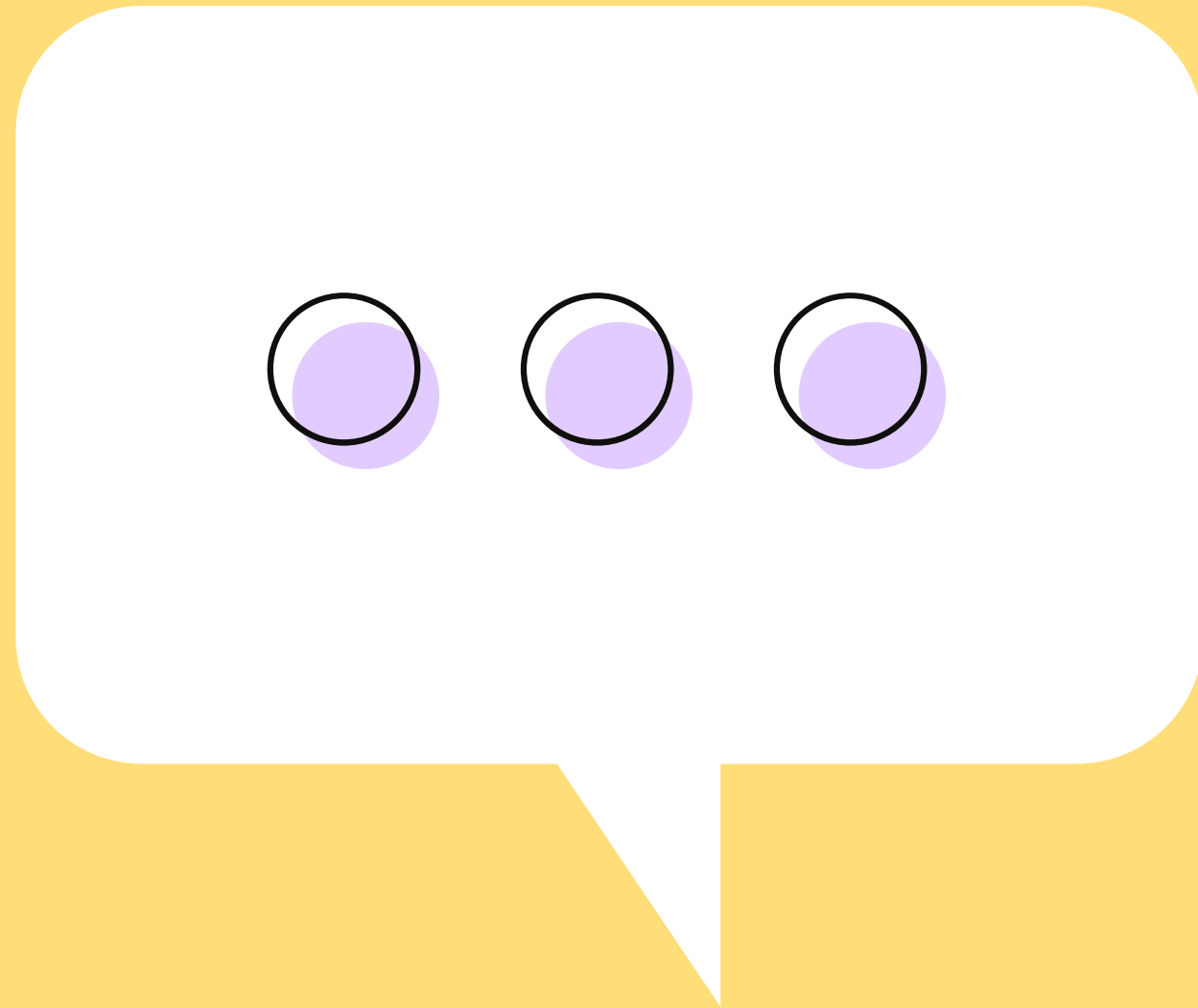
Brief Description

I'm a passionate Project & Operation Manager, Currently Working as CRM. As a Project & Operation Manager, I ensure that teams and projects are on track and businesses run as efficiently as possible. My duties and responsibilities typically include coordinating daily business operations, overseeing various company financial processes, managing appropriate staffing levels and establishing new hire training programs.

Years of Experience

I have over 4+ years of experience in Project, Operation, Client-Relationship, Sales, and in Business Development Management.



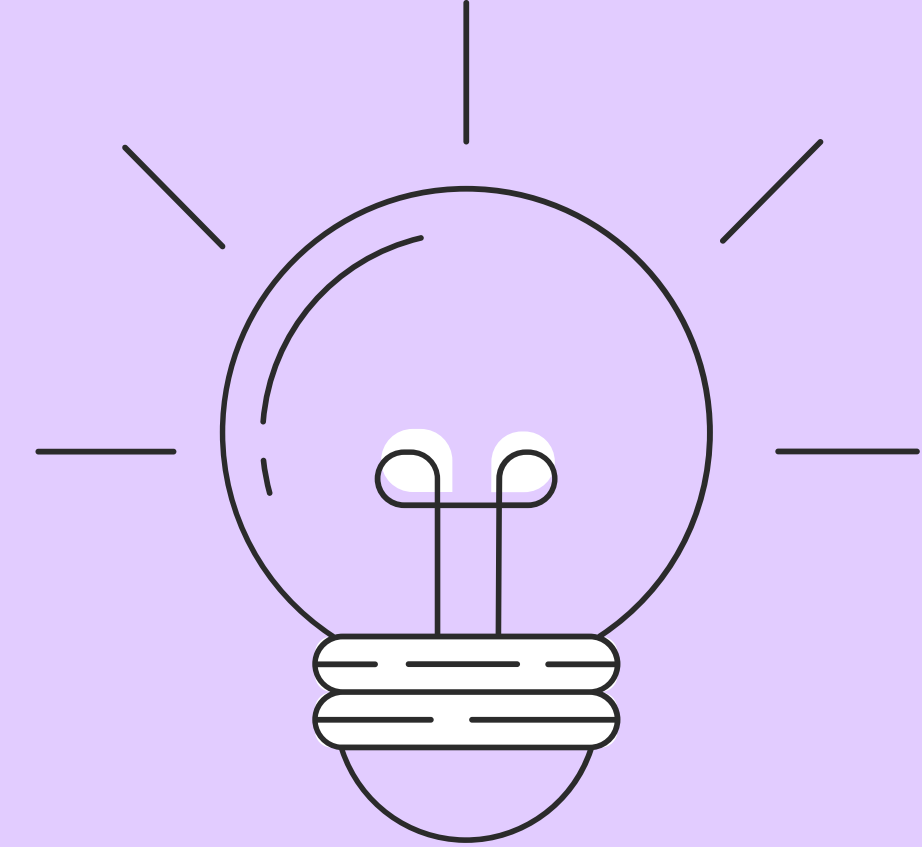


Why I chose this profession.

Operations managers are responsible for managing activities within the production of goods and services, utilizing resources from staff, materials, equipment, and technology. The operations manager turns an organization's resources into products and services.

Projects I can help you with

MY AREAS OF EXPERTISE



DECISION-MAKING SKILLS

I have the ability to think on one's feet and make effective decisions. I believe it is one of the skills required for operations manager roles. It often needs to take a call based on the immediate situation at hand, and the decision is likely to have a significant impact on the organization's progress.

UNDERSTANDING CUSTOMER NEEDS

An efficient operation manager not only understands but also anticipates what the customer might need from the organization. Operations management skills like interpersonal skills help us identify what would satisfy a particular kind of customer. This allows operations managers to directly address customer requirements, which in turn improves customer satisfaction.

INTERPERSONAL SKILLS

Operations managers need to communicate effectively with a range of people regularly—from associates to upper-level management to customers. Perfecting diverse modes of communication, both verbal and written and an open body language can go a long way in skillful operations management.

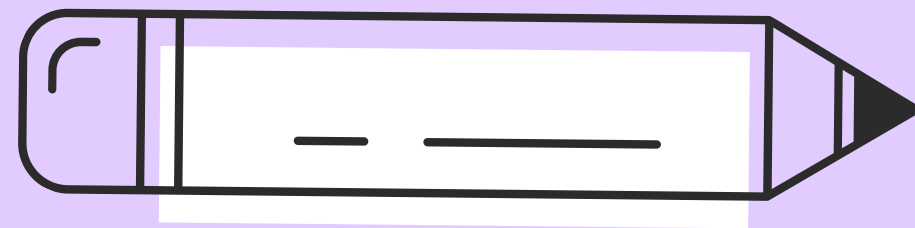
HOW I WORK WITH MY CLIENTS



1. Welcome the Client To Your Business
2. Understand the Client's Expectations
3. Research the competition
4. Talk to the client about their business KPIs and goals
5. Put all your research together
6. Outline the Scope of the Work and Set Milestones
7. Finishing Onboarding New Clients & Maintaining Relationship

Educational background

SCHOOLS ATTENDED



Master of Commerce (M.Com) at Mahatma Gandhi Kashi Vidyapith

Concentration : Commerce, Accounting, Management and Economics, Marketing

Bachelor of Commerce (B.Com) at Mahatma Gandhi Kashi Vidyapith

Concentration: Brand Communication and Management, Entrepreneurship, Finance, Human Resource Management, Insurance and Risk Management, International Business, Supply Chain Management

Intermediate (10+2) at G.R.G. Inter College

Concentration : Accounting, Banking, Economics and Business Math & Stats.

Diploma In Computer Course in Computer Application at Somourd Computech

Attended 3 Days Seminar "Technical Expert- Level 1" at Techfest IIT Bombay

Projects I was a part of

RECENT PROJECTS I WORKED ON



Pixean

Pixean is an online photography learning and recognition platform where people of different photography interests interact and learn from each other skills.

Stillswab

Store and manage all your images for personal, clients, and corporate use.
Access across all devices anytime anywhere

Vastra Lifestyle Exhibition

The one stop expo for all fashion Trend. It was the event of range of fashionable and trendy ethnic Indian dresses

MPFL

It was a football event with a professional approach to give a big platform to build team spirit

NMRE

It was a strong industry platform which brings together prominent Real- Estate developers of Mumbai & Navi Mumbai to work towards the development & Housing needs

Employment History



●

**STILLSWEB
(FEB,2022-NOW)**

Client Relationship
Manager

●

**PIXEAN
(FEB,21-FEB,22)**

Project & Operation
Manager

●

**PIXEAN
(FEB,19-FEB,21)**

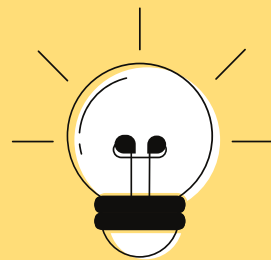
Pre-Sales &
Operation Executive

●

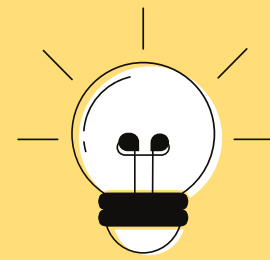
**THE MAKKERZ
(JAN,2018-DEC,2018)**

Business Development
Executive

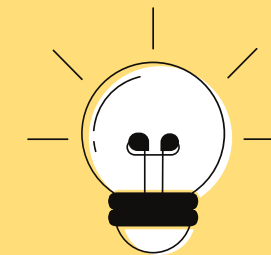
Traits skills I'm proud to have



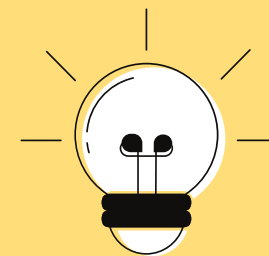
Team Leadership



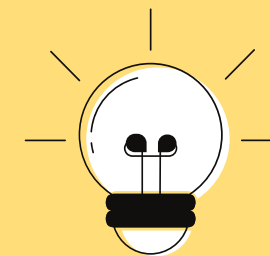
Problem Solving



Work Under
Pressure



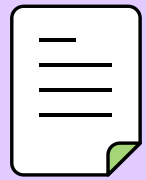
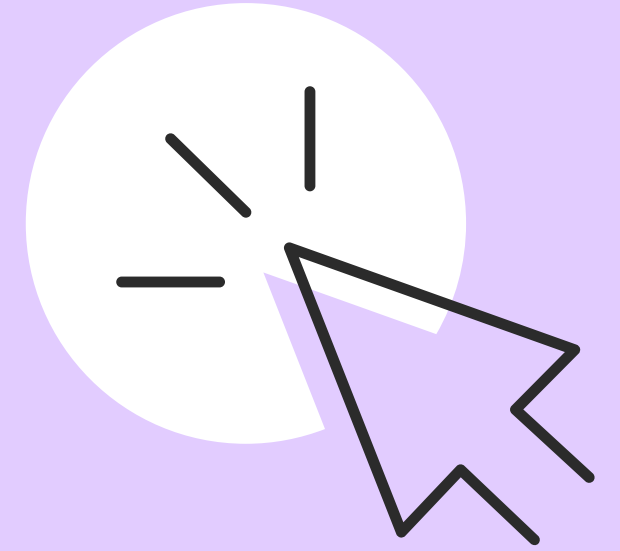
Strategic Thinking



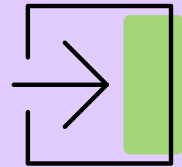
Planning Abilities

Applications I use

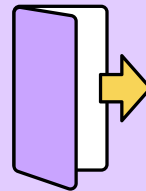
TOOLS I'M ADEPT IN



Trello



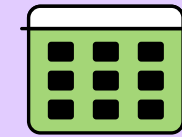
Slack



MS Office Tools



G-Sheet & Doc



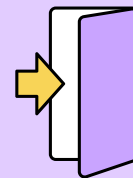
PandaDoc



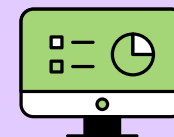
Tally



Zoho



Zendesk



Salesforce
Essentials



G-Suit

Around the web

LINKEDIN

<https://www.linkedin.com/in/shivaniyadav/>

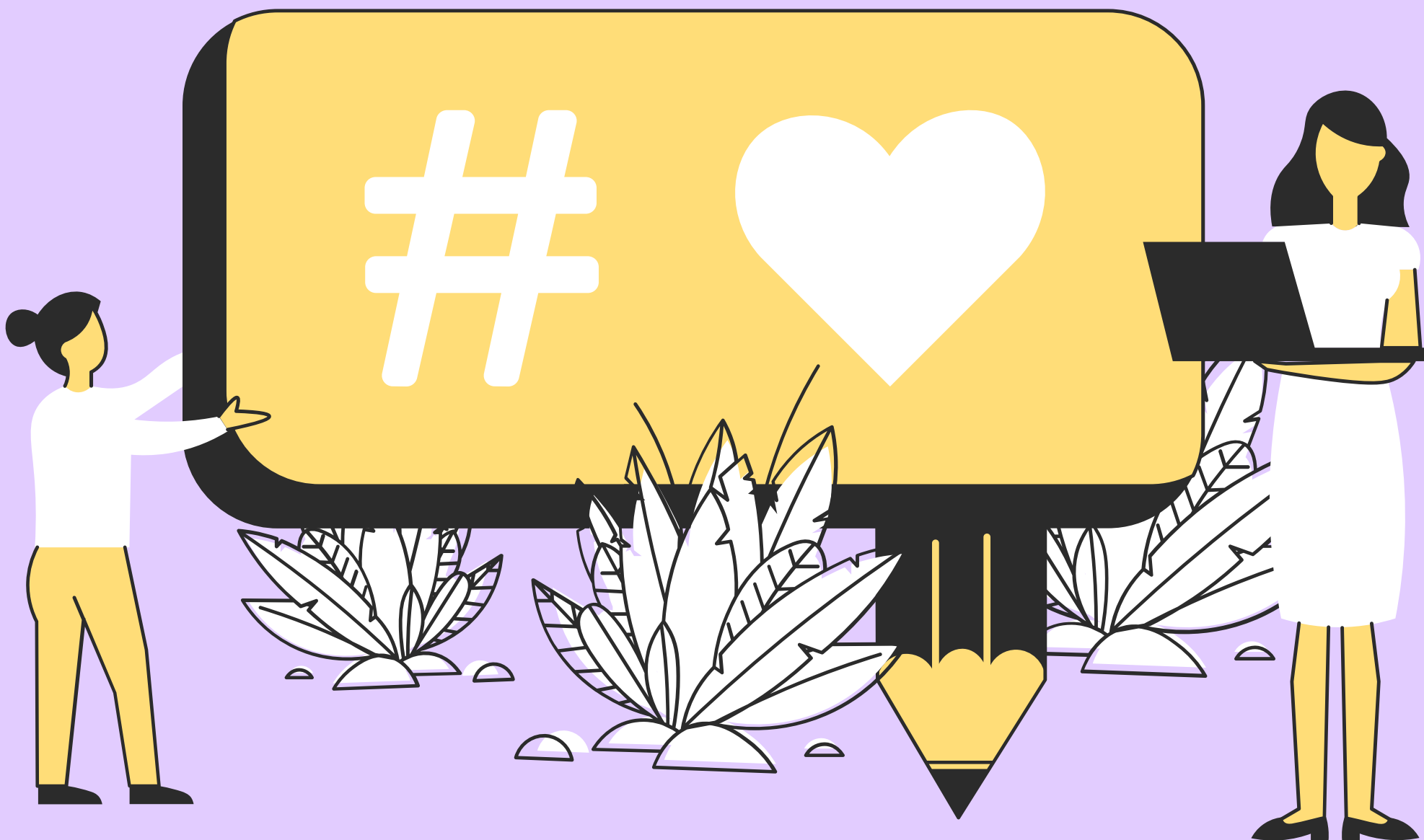
TWITTER

<https://twitter.com/ShivaniYadava>

FACEBOOK

<https://www.facebook.com/ritu.yadav.7>





Work with me!

LET ME KNOW HOW I CAN HELP.

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