

# SHUMAILA AFSAR KHAN

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## SUMMARY

I am a highly organized and student-centered project professional with experience in housing operations, student services, and IT project coordination. Proven ability to manage residence hall logistics, student support systems, and campus technology projects. Skilled in process optimization, cross-functional collaboration, and creating inclusive campus experiences through data-informed strategies.

## EDUCATION

**Central Michigan University, Mount Pleasant, Michigan**

Graduated: Dec-2024

Master of Science in Administration – Project Management | CGPA: 4.0

**University of Karachi, Karachi, Pakistan**

Graduated: 2017

Bachelor of Dentistry | CGPA: 3.59

## PROFESSIONAL EXPERIENCE

### Graduate Assistant – Innovation and Online Learning

*Central Michigan University | Aug 2024 – Dec 2024*

- Supported strategic IT projects by coordinating planning, execution, and reporting efforts across academic and technology teams.
- Developed analytical frameworks and created visual reports using Tableau to monitor system performance and user adoption.
- Drafted implementation workflows, user documentation, and digital content strategies that improved onboarding and platform engagement.
- Participated in performance review meetings, capturing stakeholder feedback to enhance digital learning solutions.
- Ensured alignment between educational goals and system changes by facilitating cross-functional communication.

### Student Assistant – Residence Halls Operations

*Central Michigan University | Summer 2023 – Summer 2024*

- Led housing operations across 3 residence buildings (18 halls), coordinating logistics for student move-ins, room setups, and facility readiness.
- Standardized room inspection and furniture audit processes, improving inventory accuracy and reducing maintenance delays.
- Processed bed loft orders and collaborated with facilities for efficient delivery and room arrangements.
- Served as the main point of contact for student housing queries, ensuring responsive support and clear communication.
- Maintained real-time documentation of occupancy, room changes, and condition reports to support housing staff and leadership.

### Strategic Project Intern – Division of Student Affairs

*Central Michigan University | May 2023 – Dec 2024*

- Collaborated with university leadership to plan and track high-impact projects focused on student experience and operational efficiency.
- Conducted data collection and analysis for strategic initiatives, resulting in actionable insights used to enhance engagement tools.
- Created dashboards and reports to evaluate project performance metrics (KPIs, timelines, deliverables) and presented findings to stakeholders.
- Acted as a liaison among departments to ensure alignment on technology upgrades, resource needs, and policy shifts.
- Supported business process redesign and compliance tracking, improving workflow clarity and documentation standards.

**Project Coordinator – Clinical Strategy & Operations**

*Al Moez Medical Center | Feb 2019 – Nov 2022*

- Managed cross-departmental projects aimed at operational transformation, clinical workflow optimization, and technology enablement.
- Supported senior management by preparing project documentation, implementation roadmaps, and vendor engagement plans.
- Collected and analyzed utilization and performance data to monitor success metrics and inform ongoing service improvements.
- Facilitated team briefings, managed progress reports, and coordinated timelines to ensure timely delivery of infrastructure initiatives.
- Led a department-wide digital transformation initiative that improved patient flow and increased satisfaction scores by 30%.

**CAMPUS ENGAGEMENT & LEADERSHIP**

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**Campus Engagement & Leadership**

- Participated in on-campus orientation, move-in day leadership, and accommodation coordination for new and returning students.
- Supported communication and marketing efforts related to housing logistics, policy updates, and student guidance.
- Trained and supervised seasonal housing support teams.

**PROJECTS**

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**EdTech Digital Enablement – CMU**

- Created KPIs and reporting dashboards that reduced sprint cycle time by 30%.
- Collaborated with 3 agile teams across remote locations, streamlining stakeholder communication and sprint review cadence.

**Residence Hall Optimization – CMU**

- Led summer residence hall preparation project, overseeing logistics for 3 buildings and 18 halls. Standardized room inspection, inventory audits, and student move-in procedures to improve efficiency and student satisfaction.

**HONORS | AWARDS & CERTIFICATION**

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| • <b>Certified Project Management Professional (PMP)</b> | <b>Completion: July 2024</b>  |
| • Academic Distinctions (University of Karachi)          |                               |
| • Best Capstone Project Winner                           |                               |
| • Google Data Analytics Professional Certificate         |                               |
| • Google Project Management                              | <b>Completion: March 2024</b> |

**TECHNICAL SKILLS**

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- Tools & Platforms: Tableau, MS Office, Jira, Smartsheet, Trello, Google Cloud Desktop Support, System Troubleshooting, Service Desk Operations, Google Cloud, Guardian Software, CMS Platforms, Microsoft Teams, Campus Housing Portals
- Project Management: Agile (Scrum), SDLC, Workflow Automation, Risk Mitigation, Scope Management
- Analysis & Solutions: Technical Requirement Gathering, Data Visualization, Process Optimization, System Integration
- Soft Skills: Communication, Team Collaboration, Leadership, Technical Documentation, Client Engagement