

SHUMAILA AFSAR KHAN

Monmouth Junction, New Jersey 08852 | P: +1989-621-2662 | E: shumsark@gmail.com | LinkedIn

SUMMARY

I am a project manager and an analyst with experience in driving end-to-end digital and system implementation projects. Proven ability to lead cross-functional teams in higher education and healthcare environments. Expertise in technical requirement gathering, solution design, Agile project management, data analytics, and system process improvement. Adept at implementing technology strategies, including AI and automation, to enhance operational efficiency and reporting accuracy. Proficient with JIRA, Smartsheet, and Tableau for data-driven decision-making.

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

- Spearheaded Agile-based software development and EdTech system enhancement projects supporting online student platforms.
- Developed technical requirements, user stories, and flow diagrams to align with digital strategy and academic operations.
- Designed automation-enabled dashboards and documented solutions to streamline user onboarding and course delivery.
- Partnered with IT, UX designers, and academic leadership to ensure timely feature deployment and system upgrades.
- Conducted pilot testing and gathered feedback to enhance usability, reliability, and accessibility for virtual learners.

Student Project Intern – Student Affairs Division

Central Michigan University | May 2023 – Dec 2024

- Managed project lifecycle for university-wide communication and systems upgrade initiatives, focusing on data governance and accessibility.
- Led business process analyses and created cross-functional alignment for project delivery using KPIs and OKRs.
- Developed standardized technical documentation for website revamp, including site maps, wireframes, and content audits.
- Supported procurement planning and resource allocation for AI-enhanced student engagement and support systems.
- Researched tech trends in higher education to recommend scalable and inclusive digital tools.

Project Coordinator

Al Moez Medical Center | Feb 2019 – Nov 2022

- Led multidisciplinary projects to expand dental and clinical operations, aligning treatment workflows with infrastructure upgrades to enhance patient care and operational efficiency.
- Spearheaded the migration of dental EHR systems and integration of radiographic imaging tools, ensuring compliance with healthcare data privacy and security standards.
- Collaborated with dental teams to gather clinical requirements, optimize operatory design, and implement digital scheduling systems that improved chair-time utilization by 25%.

- Managed vendor relations and procurement of dental equipment including sterilization units and intraoral cameras, ensuring cost-effective sourcing and timely deployment.
- Analyzed service delivery data using Tableau and Excel to track treatment volumes, forecast supply needs, and develop insights for improving patient experience and throughput.

PROJECTS

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.

Patient Outcome Enhancement – Almoiz Medical Centre

- Successfully delivered the full dental wing renovation and digital transformation project 2 weeks ahead of schedule and 8% under budget, enhancing clinic capacity and workflow efficiency.
- Increased patient satisfaction scores by 30% within six months post-upgrade by streamlining appointment scheduling, reducing wait times, and introducing modern diagnostic tools.

HONORS | AWARDS & CERTIFICATION

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| • Certified Project Management Professional (PMP) | Completion: July 2024 |
| • Academic Distinctions (University of Karachi) | |
| • Google Data Analytics Professional Certificate | |
| • Google Project Management | Completion: March 2024 |

TECHNICAL SKILLS

- Tools & Platforms: Tableau, MS Office, Jira, Smartsheet, Trello, Version Control, Google Cloud
- 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