

Sujal Chauhan, PMP®, CSM®

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🎯 Professional Summary

Results-driven Project Manager with over 15 years of success leading enterprise and IT projects across telecom, digital transformation, asset disposition, and customer operations. Adept at driving business efficiency, leading cross-functional teams, and ensuring project delivery through Agile and Waterfall methodologies. PMP® and CSM® certified, with a solid track record of improving customer satisfaction, streamlining operations, and executing strategic initiatives that generate measurable ROI.

💡 Key Skills

- Project Lifecycle Management (Initiation to Closure)
 - Agile & Waterfall Methodologies (Scrum, Kanban)
 - Budgeting & Cost Optimization 💰
 - Stakeholder Communication & Vendor Coordination 🤝
 - Business Process Optimization 🔧
 - CRM/ERP Implementation (Dynamics 365, Salesforce)
 - Data Visualization (Power BI, Excel Dashboards)
 - Risk Management & Mitigation 📊
 - Tools: Jira, Confluence, MS Project, Teams, SharePoint
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👛 Work Experience

Project Manager – Quantum Lifecycle Partners LP

Apr 2021 – Present | Brampton, ON (Hybrid)

- Led cross-functional ITAD transformation projects across 30+ client sites, improving delivery turnaround by 25%.
- Migrated legacy ERP to Dynamics 365, enabling real-time inventory and finance tracking with 40% reporting improvement via Power BI.
- Reduced manual processes by 35% through process automation and streamlined service workflows.
- Aligned project plans with organizational goals, managing stakeholder expectations and ensuring seamless coordination.

Senior Project Coordinator – Teleperformance

Nov 2019 – Apr 2021 | Remote, Canada

- Coordinated digital transformation of financial systems and support operations for global clients including Apple and Samsung.
- Reduced escalation rate by 20% by standardizing service protocols and automating routine queries.
- Managed onboarding and training for 40+ team members, improving SLA adherence and NPS.
- Created and maintained internal knowledge base to enhance team productivity and consistency.

Senior Project Manager – Progressive Telecom LLC

Jan 2014 – Sep 2018 | Ahmedabad, India

- Delivered 10+ global telecom integration projects, generating \$2M+ in revenue via strategic partnerships and service rollouts.
- Negotiated multimillion-dollar bilateral agreements, improving interconnection cost efficiency by 18%.
- Reduced deployment time by 30% with optimized workflows and compliance-led execution.
- Spearheaded project governance, stakeholder reporting, and cross-regional collaboration.

Carrier Relations Manager – Axistel FZE

Aug 2012 – Nov 2013 | UAE

- Managed end-to-end interconnection projects with 15+ international carriers.
- Secured favorable terms through proactive negotiation and data-backed rate analysis.
- Contributed to \$1M+ annual revenue via new client acquisitions and retention initiatives.

Account Manager – Spactron Limited

Nov 2011 – Aug 2012

- Oversaw telecom route optimization and interconnection onboarding.
- Enhanced CLI quality delivery by 22% through real-time monitoring and vendor realignment.

Director, Business Development – Progressive Telecom LLC

Jun 2010 – Oct 2011 | India

- Led 20+ interconnection implementations while exceeding quarterly revenue targets.
- Represented the firm at 10+ global conferences to expand B2B partnerships.

Carrier Relations Manager – BRIDGEVOICE INC

Jun 2009 – Mar 2010 | India

- Directed partner relations and market research for wholesale voice traffic, optimizing margins by 15%.

Education

Bachelor of Business Management (BBM) – Mangalam School of Management & Technology

Diploma in International Marketing – Ahmedabad Management Association

HSC in Science – Gujarat State Board

Certifications

- PMP® – Project Management Institute

- CSM® – Scrum Alliance
 - Generative AI for Project Managers – Project Management Institute (PMI)
 - Salesforce for Customer Service – LinkedIn
 - Collaborating with Microsoft 365 – Microsoft
 - Waterfall Project Management – PMI
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Additional Info

- Languages: English, Hindi, Gujarati
 - Work Authorization: Canada Permanent Resident
 - Remote and Hybrid Ready
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References available upon request.