SUJAL CHAUHAN

Project Manager | PMP® | CSM® | Azure Certified

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PROFESSIONAL SUMMARY

High-impact Project Manager with 15+ years of progressive leadership specializing in business process optimization, cloud transformation, and digital innovation. Proven track record of delivering $5M+ projects, driving 30% cost reductions, and leading cross-functional teams across banking, ITAD, and telecom sectors. Expert in Agile/Scrum methodologies, Azure cloud migrations, ERP implementations, and C-suite stakeholder management. PMP® and CSM® certified with demonstrated success in process automation (45% efficiency gains), zero-downtime cloud migrations (99.9% uptime), and change management initiatives (90%+ user adoption rates).

CORE COMPETENCIES

Project Management:
Agile • Scrum • Kanban • Waterfall • Hybrid • Critical Path Method • Budget Planning ($5M+) • Risk Management • Stakeholder Management • Change Management • SDLC

Business & Operations:
Process Optimization • Digital Transformation • ERP Implementation • Vendor Management • Compliance & Governance • Quality Assurance • ITAD

Technology & Tools:
Microsoft Azure • SQL • Power BI • Dynamics 365 • Office 365 • JIRA • Confluence • MS Project • KYC Verification • API Integration • IAM • SaaS/PaaS/IaaS

Leadership:
Cross-Functional Team Leadership • Strategic Communication • Problem Solving • Negotiation • Mentoring • Crisis Management • Data-Driven Decision Making

PROFESSIONAL EXPERIENCE

Project Manager   *March 2025 - Present | Mississauga, ON*
BigLop

- **Led $2.5M ERP transformation project** replacing legacy banking platforms—managed cross-functional team of 12 members (IT, compliance, operations, finance) over 9-month timeline, delivering on-time and 5% under budget
- **Executed zero-downtime Azure cloud migration** of 12 business-critical applications serving 500+ users—coordinated with 3 vendor teams, managed $800K budget, achieved 99.9% system uptime in 6 months
- **Automated KYC workflows** using Azure Logic Apps reducing verification cycle time by 45% (5 days to 2.75 days)—led team of 3 developers, integrated 4 verification systems, processed 10,000+ onboardings in Q1
- **Developed Power BI dashboards** for C-suite tracking 15+ KPIs—reduced manual reporting by 40 hours/month, improved executive decision-making speed by 30%
- **Established Agile delivery framework**—delivered 26 sprints, improved team velocity by 25%, achieved 90%+ user adoption through 15 training sessions reaching 200+ employees

Project Manager
April 2021 - February 2025 | Brampton, ON

Quantum Lifecycle Partners LP

- **Led end-to-end ITAD projects** for 50+ enterprise clients—oversaw team of 8 logistics coordinators, processed $3M+ in asset value annually with 100% compliance
- **Directed e-commerce website launch** ($1.2M budget)—managed team of 6 over 8 months, resulting in 25% revenue increase ($500K additional annual revenue)
- **Integrated Microsoft Dynamics 365 and CRM**—coordinated BD team (10 members), production (15 staff), managed $400K budget and 5-month timeline
- **Implemented Power BI dashboards** with 20+ operational KPIs—improved forecasting accuracy by 30%, accelerated management decision-making by 25%
- **Facilitated 45 Agile sprints** over 3 years with IT (8), BD (10), and logistics teams (15)—reduced go-live timelines by 20%, improved on-time delivery to 92%

Technical Support Supervisor
November 2019 - April 2021 | Toronto, ON

Teleperformance

- **Supervised team of 12-15 support agents** handling 500+ daily customer interactions for Apple products—served as final escalation point, managed scheduling and QA
- **Resolved 90%+ of 1,200+ escalated cases** independently—reduced external intervention by 45%, increased customer retention by 15%, maintained 18-minute average resolution time
- **Reduced resolution time by 20%**—implemented 8 SOPs, conducted 50+ training workshops, created knowledge base with 150+ articles improving FCR from 72% to 87%
- **Maintained 85%+ CSAT scores** on supervisor interactions—managed 50+ crisis escalations, handled 200+ VIP accounts, achieved 92% satisfaction rating

Project Manager
January 2014 - September 2018 | Ahmedabad, India

Progressive Telecom LLC

- **Led 30+ telecom interconnection projects** across 15+ international markets—managed technical team of 6 engineers, budgets $200K-$800K, maintained 92% success rate with 85% on-time delivery
- **Developed $12M+ bilateral agreements** with global telecom providers—negotiated with carriers in 20+ countries, finalized 25+ contracts, increased company revenue by 40% YoY
- **Managed BD team of 8 professionals**—exceeded quarterly sales targets ($2M+) by average of 15%, achieved 95% target attainment rate over 4 years
- **Led process improvement initiatives**—reduced deployment time by 30% (180 to 126 days), improved customer satisfaction by 25%

Carrier Relations Manager & Business Development
June 2009 - November 2013 | UAE & India

Axistel FZE, Spactron Limited, Bridgevoice Inc

- **Built international telecom carrier relations** across UAE and India—managed 40+ carrier relationships, negotiated $8M+ in interconnection agreements
- **Drove business expansion**—onboarded 30+ new partners across 12 countries, contributed to 35% year-over-year company growth
- **Exceeded revenue targets** by 10-20% consistently—managed $15M+ revenue streams, optimized traffic routing improving margins by 15%, retained 95% of key clients

CERTIFICATIONS

- **PMP®** - Project Management Professional, PMI
- **Microsoft Azure Fundamentals** - Microsoft Certified
- **SDLC** - Software Development Life Cycle
- **CSM®** - Certified ScrumMaster, Scrum Alliance
- **Salesforce for Customer Service**
- **Waterfall Project Management Fundamentals**

EDUCATION

Bachelor of Business Management (BBM) - Business Administration and Management

Mangalam School of Management and Technology | 2013 - 2016

Diploma in International Marketing

Ahmedabad Management Association | 2013

LANGUAGES

English: Full Professional Proficiency | **Hindi:** Full Professional Proficiency | **Gujarati:** Native/Bilingual