

Simron Dhali

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Professional Experience

1. **Project Manager & Senior Associate Project Manager - BazaarVoice** (March 2022 - March 2025)
Main Role: Integrated ratings, reviews, and UGC for clients globally using BV's tools, enhancing global sales and engagement.
 - Led cross-team collaboration to scale internal/external processes for a growing social commerce platform
 - Managed integrations for global clients like Target, Michael Kors, and P&G, driving adoption of on-site social content
 - Streamlined cross-functional workflows using JIRA, Slack, and Confluence
 - Built repeatable onboarding systems to support expansion and implemented QA checks
 - \$2.5M+ revenue generated by reducing errors (10%) and cutting costs (20%) across scaled platform ops
2. **Project Manager - TransPerfect** (June 2021- October 2021)
Main Role: Ensure that translation projects have the right resources to complete in time and under budget.
reating tech solutions
 - Managed async communication with global vendors across multiple time zones
 - Led full project delivery lifecycle, aligning client requirements, timelines, and cross-team execution
 - Streamlined QA workflows to boost efficiency and reduce costly production issues
 - Acted as primary liaison between production teams and clients to ensure on-time execution
 - Led projects for high-profile clients including Sanofi, Merck, and Baxter
3. **Business Technology Solutions Development Intern - Abbvie** (May 2018 - Aug 2018)
Main Role: Research and gather client requirements for the product team to use when creating tech solutions
 - Identified technical solutions to support Abbvie's client acquisition strategy
 - Met with local clients to gather and document business requirements
 - Captured and distributed meeting insights, driving better cross-team execution
 - Analyzed and optimized databases to eliminate redundancy and solve key business blockers

Educational Background

1. **Bachelor of Science (Information Systems) - Illinois State University** (Aug 2017 - May 2021)
 - IT Project Management Internship from August 2020 - May 2021
 - Coursework includes project management, UML diagrams, understanding technical architecture and managing technical business requirements
 - Managed and developed Indian Student Association (ISA) - President
 - Dean's List Honoree in the Fall 2020 semester
 - Minor in Business Administration

Certificates

- Google Project Management - Coursera ([View Certificate](#))** (Completed in Jan 2022)
- Coursework includes foundations of project management, project initiation, project planning, project execution, managing a project with Agile and real-world applications of project management

Additional Skills and Accomplishments

- 3rd place in a Mobile App Development contest held by State Farm at Illinois State
- Experience with building out the frontend of a webpage with **HTML** and **CSS**
- Getting, filtering and analyzing data from databases such as **MySQL** with **SQL** queries
- Leveraged AI tools like ChatGPT and Perplexity to accelerate client research and internal operations