Simron Dhali

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View My Work

Professional Experience

1. Project Manager & Senior Associate Engagement Manager - BazaarVoice   *(Mar 2022 - Mar 2025)*

Primary Role: Integrated client UGC, ratings, and reviews via BV's tools to increase sales and engagement.

- Led cross-team collaboration to scale internal and external processes for a growing commerce platform
- Managed integrations for global clients (Target, Michael Kors, P&G), driving adoption of social content
- Streamlined cross-functional workflows with Jira, documented in Confluence and communicated via Slack
- Created client documentation, onboarding guides, and internal process improvements to reduce escalations
- Reduced errors by 10% across scaled platform ops, cutting costs by 20%, leading to $2.5M+ in revenue

2. Project Coordinator- TransPerfect   *(Jun 2021 - Oct 2021)*

Primary Role: Ensure language translation projects have resources to complete on time and under budget.

- 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)*

Primary Role: Research and gather 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

Education

Bachelor of Science (Information Systems) - Illinois State University   *(Aug 2017 - May 2021)*

- IT Project Management internship from August 2020 to May 2021
- Managed the restructure of the Indian Student Association (ISA) as President
- Dean's List Honoree in the Fall 2020 semester
- Minor in Business Administration

Certificates

- **Google Cloud - Gen AI: Beyond the Chatbot** - Coursera (View Course Certificate)   *(Nov 2025)*
  Foundational models, basic prompt engineering, and crafting strategies to leverage AI.
- **IBM - Introduction to Project Management** - Coursera (View Course Certificate)   *(Nov 2025)*
  Various management methods and key skills for project scoping, scheduling and budgeting.
- **Google - Project Management** - Coursera (View Professional Certificate)   *(Jan 2022)*
  Foundations of initiation, planning, execution, and management of projects with Agile.

Skills and Achievements

- 3rd place in Mobile App Development (MAD) Contest held by State Farm at Illinois State University
- Leveraging AI tools like ChatGPT to accelerate client research and operations (such as generating SQL)