

Simron Dhali

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Professional Experience

- 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.
 - Drove cross-team collaboration to scale internal and external processes for a growing social commerce platform
 - Managed global clients like Target, Michael Kors, and P&G to integrate reviews and social content on site
 - Maintained JIRA tickets, Slack, and Confluence docs to support product and project workflows
 - Built scalable processes to support international client onboarding and platform expansion
 - Cut production errors by 10%, costs by 20%, and contributed to generating approximately ~\$2M in revenue
- Project Manager - TransPerfect** (June 2021 - October 2021)
Main Role: Ensure that translation projects have the right resources to complete in time and under budget, creating tech solutions
 - Asynchronous communication with international vendors from different timezones
 - Oversee the project lifecycle given client specifications, budgets and delivery dates
 - Performed QA and cut production errors by 20%, lead times by 15% and costs by 38% maintenance
 - Be a liaison between the production team and the client during the project's life cycle and manage
- 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 business opportunities to help Abbvie with client acquisition
 - Met with local clients to gather business requirements to deliver a technical solution
 - Transcribed meetings into notes and distributed them for future meeting agendas
 - Analyzed existing databases to reduce data redundancy that caused business challenges

Educational Background

- 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
- Using AI (Chat & Perplexity) to better products and process