SYEDA RIMSHA MUSTAFA

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PROFESSIONAL SUMMARY

IT Project Coordinator with 3+ years' experience leading SAP support, e-commerce, and LMS projects from development through post-implementation support. Skilled in Agile project delivery, stakeholder management, and process optimization. Proven ability to accelerate issue resolution, reduce onboarding time, and drive 20%+ upsell revenue through client-focused improvements. Currently enhancing expertise in digital commerce and project leadership to take on larger, cross-functional initiatives.

CORE COMPETENCIES

- **Project Management:** Stakeholder management, scheduling, meeting facilitation, and documentation control
- **Process Knowledge:** Familiar with Agile, Waterfall, and some other SDLC methodologies (academic exposure)
- **Technical Skills:** SAP support & implementation, E-commerce platforms, LMS, basic HTML/CSS/JavaScript
- **Tools & Platforms:** Familiar with Jira, Trello
- **Soft Skills:** Client relationship building, cross-functional coordination, problem-solving, time management

WORK EXPERIENCE

SAP Support Coordinator, SuperNova Solutions   30th Dec 2024 – Aug 2025

- Managed 150+ SAP support tickets monthly in TickApp, ensuring 90% on-time assignment to consultants based on module expertise and priorities.
- Coordinated 5+ training tickets between clients and consultants, reducing turnaround time and improving client satisfaction scores.
- Designed and delivered monthly client performance dashboards for senior management, cutting backlog and improving decision-making.
- Represented the support team in biweekly client meetings with 5–8 stakeholders, presenting KPIs and driving consensus on action items.

Operation Technician, Better Health Service – Texas, USA (Remote)   Jun 2024 – Oct 2024

- Processed and submitted 100% error-free patient records and bills to law firms under strict deadlines and compliance standards.
- Trained 3 new team members, reducing onboarding time and improving early-stage productivity.
- Created and maintained detailed account tracking sheets, improving process transparency and audit readiness.

IT Project Coordinator, Kingdom Vision   **Oct 2022 – Dec 2024**

- Took over coordination of a combined E-commerce + LMS platform (BozMD) at the final stage of the lifecycle; executed QA testing pre-launch and reduced post-launch defects.
- Monitored live site performance, logging, and prioritizing issues to enable much faster bug resolution by the development team
- Proposed and implemented new platform features based on client needs, generating approximately 20–25% additional revenue via upsell opportunities.
- Created detailed project documentation and Excel-based work logs for budget tracking and reporting to the CEO.
- Led 10+ stakeholder meetings via Zoom, delivering clear status reports and earning positive feedback on communication and transparency.

INDEPENDENT DIGITAL COMMERCE LEARNING

Etsy   **Oct 2025 – Present**

- Developing an Etsy shop and learning e-commerce marketing, SEO, and digital product development.

EDUCATION

Bachelor of Computer Science   **Feb 2019 - Feb 2023**

DHA Suffa University – Karachi, Pakistan
- Relevant Courses: Introduction to Software Engineering, Software Project Management
- Final Year Project: "Web App" developed using Laravel with basic HTML, CSS, and Bootstrap

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LANGUAGES

- **Urdu** – Native
- **English** – Professional Proficiency (C1 Listening, B2 Reading/Writing/Speaking)