

Danish Shaikh

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SUMMARY

Project Management professional with over 9+ years of experience leading projects from inception to completion. Proven track record in stakeholder communication, resource allocation, and optimizing processes. Expert in data management, project lifecycle management, and leading cross-functional teams to drive success.

SKILLS

<u>Project Management</u>	<u>Data Management</u>	<u>Leadership</u>	<u>Communication</u>	<u>Process Improvement</u>
End-to-end project handling, resource allocation, stakeholder communication, project lifecycle management.	Data cleaning, analysis, and management; maintaining accurate records for process improvement.	Team leadership, project coordination, and execution of strategic initiatives.	Preparing presentations, handling launch emails, and ensuring clear communication across teams.	Identifying and implementing changes for optimized project outcomes.

Software Tools

PowerBI, D365, Excel, SharePoint, SendSmart, Freshdesk, Mapp Engage.

EXPERIENCE

Elevate K12 | Team Leader

Mumbai | Sep 2021 – Present

- Lead a project management team focused on school projects, ensuring efficient allocation of resources and successful program launches.
- Manage the execution of launch emails, prepare detailed decks, and oversee various data management sheets for data cleaning and analysis.
- Coordinate with stakeholders to communicate critical updates regarding schedule changes, session cancellations, and other program adjustments.
- Drive continuous improvement by analysing data from past projects, leading to optimized processes and better performance in subsequent years.
- Oversaw end-to-end project management for multiple schools, including the allocation of teachers to programs and the dissemination of vital information to stakeholders.
- Managed the addition, deletion, and movement of students across various programs, ensuring data accuracy and adherence to timelines.
- Provided timely information on schedule changes, session cancellations, and any other operational adjustments, maintaining clear communication with all parties involved.
- Handled payment processes for program coordinators, ensuring accuracy and timeliness in compensation for miles travelled.
- Maintained comprehensive data management for students and schools, enabling informed decision-making and process improvements for future projects.
- Implemented a cost-saving initiative by reusing past year equipment for returning programs, leading to a 70% reduction in expenses on returning projects.

- Managed event marketing campaigns on the website, ensuring alignment with client requirements and timelines.
- Created and updated content for events, meeting client expectations and enhancing user engagement.
- Coordinated email campaigns, ensuring timely delivery of communication, including pre-event, post-event, and feedback surveys.
- Handled customer feedback post-event, converting dissatisfaction into positive experiences through strategic problem resolution.
- Developed strategic digital marketing and retention plans, focusing on enhancing client relationships for long-term workflow improvement.
- Collaborated with cross-functional teams (Cinema Relations, Business Development, Technology, and Customer Experience) to manage large-scale events effectively.
- Worked with international clients, including those from Sri Lanka and the West Indies, to drive successful event execution.
- Proficient in tools like SendSmart, Freshdesk, and Mapp Engage for customer outreach and feedback management.

Carwale.com | Lead Management Executive

Mumbai | Jul 2014 – Aug 2016

- Assisted customers in identifying suitable car options based on their requirements and directed them to dealers, ensuring they received optimal offers and benefits.
- Collaborated with car dealers to provide high-quality leads, minimizing time loss and supporting dealers in meeting sales targets.
- Coordinated with the marketing team to execute and promote sales offers via direct customer calls.
- Played a key role in launching the used car program and petrol program, expanding the company's sales funnel and customer outreach.
- Managed end-to-end processes for the launch of the new venture, **Bikewale.com**, including lead generation, customer engagement, and sales integration.

EDUCATION

PGDM in Operations | Welingkar Institute, 2021**BSc (IT)** | Mumbai University, 2016**Certificates**

- “Time Management Fundamentals” by Dave Crenshaw!
- “Project Management Foundations” by Bonnie Biafore!
- “Data Visualization: Best Practices” by Amy Balliett!
- “Power BI Essential Training” by Gini von Courter!

INTERESTS

Reading

Mystery Novels

Travelling

Travelling once a year to different parts of country