Tejal S. Patel

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**project Management Professional**

A highly effective, organized, energetic, and detail-oriented management professional. Regarded as a subject matter expert who is able to provide highly specialized service while balancing competing demands. Strong leadership and management qualifications combined with outstanding interpersonal and team-building skills. Expertise in strategic planning, people management and development, quality assurance, performance improvement management, resource allocation, cost containment, budgeting/finance, customer service, staff training, supervision and mentoring.

Education & Certifications

## University of south carolina — Columbia, SC

August 2005 - Bachelor of Arts in Criminal Justice; Double minor in Social Work and Biology

GPA: 3.45

Professional Experience

## unitrends — Columbia, SC

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| Project Manager- March 2011 to Presently |

* Develop a project plan with clear and attainable project goals and objectives with disciplined planning, organizing, securing, and managing through project completion.
* Identify tasks and how goals will be achieved while managing resources, budget and timeline.
* Direct and coordinate the activities of each department to ensure the efficient and effective delivery of company services to clients while operating regular controls to ensure accuracy and performance relative to plan.
* Work hand in hand with CEO to implement innovative ideas where recovery actions are needed.
* Act as a liaison between the company and business partners - help identify options for improving business relations and bridging the needs of the business partner with the use of the company.

## Ramada limited — Lugoff, SC

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| Executive Administrator/General Manager- December 2007 to February 2011 |

* Responsible for hiring, training, scheduling, and supervising 20+ workers throughout the different units of the hotel.
* Build and implement strategies to meet financial and quality objectives that support business goals.
* Reorganized management, systems and business operations with a resulting reduction in monthly operating costs, while generating a 50% increase in sales.
* Develop, manage and motivate a strong, effective management team.
* Develop and maintain a quality system, which focuses on continual improvement and employee involvement.

## American income life — Columbia, SC

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| Claims Analyst - August 2005 to November 2007 |

* Acting as the liaison with all clients to support contracting, claims processing, enrollment and the maintenance of policies and procedures.
* Filing and documenting important paperwork to process claims appropriately.
* Conducting pre call analysis to provide direction that is actionable for my team.
* Prepare customized marketing material and reports in addition to analyzing marketing material.
* Determine the specific needs of clients and provide effective assistance, information, solutions or recommendations.
* Working closely and having the ability to influence key internal decision makers for quick resolutions.
* Monitoring and training newly hired associates followed by a consistent and persistent way of coaching them for their highest potential.