

AISHA PATEL

PROJECT COORDINATOR

Currently Pursing PMP Certification. Ambitious, organized, and result-oriented project coordinator with 4+ years of experience in administering and executing Complex Projects. Looking for transition to a new & better opportunity for further growth. Highly organized and skilled in Interpersonal communication

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Daftary Road, Malad East,
Mumbai 400 097

EXPERIENCE

Spine Technologies (I) Pvt Ltd

Project Coordinator (2019 – till present)

1. Project Planning and Execution: Develop comprehensive project plans for IT projects, Software implementations, and cloud migrations. Define project scope, objectives, deliverables, and timelines, considering clients' specific requirements. Ensure that project outcomes are defined, approved, and delivered within defined timelines.
2. Client Engagement: Work closely with Multiple clients to understand their needs, gather project requirements, and provide professional guidance on the best solutions and strategies for their business objectives.
3. Resource Management: Allocate internal resources effectively to ensure the successful execution of projects. Assigning tasks, tracking progress, and resolving any conflicts or issues that may arise among team members.
4. Risk Management: Identify potential risks and challenges that may impact project timelines or quality. Develop risk mitigation plans and implement proactive measures to minimize disruptions during project execution and ensure that the project is delivered on time, with agreed cost and quality.
5. Vendor Management: Collaborate with third-party vendors and technology partners to procure necessary hardware, software, or services required for projects.
6. Communication and Reporting: Facilitate clear and transparent communication with clients and stakeholders throughout the project lifecycle with timely review meetings. Provide regular project status updates, progress reports to clients and internal management. Relationship building with clients by communicating regularly and effectively with project stakeholders
7. Quality Assurance: Establish and enforce quality standards for project deliverables by tracking the Ongoing projects ensuring compliance with industry best practices and our Company's quality assurance protocols.
8. Change Management: Manage change control processes to accommodate project scope changes or client requests. Assess the impact of changes and communicate any potential adjustments to project timelines or budgets.
9. Documentation and Knowledge Management: Maintain accurate and up-to-date project documentation, including project plans, technical specifications, and client communications.

Contribute to the company's knowledge base by sharing project insights and best practices.

SKILLS

Effective Time Management
Conflict Resolution
Risk Management
Analytical Thinking
Problem Solving
Strong Work Ethic
Leadership
Multitasking

EDUCATION

CERTIFICATION #1

Certificate - Course of
Completion of Project
Management Course
(UDEMY)

CERTIFICATION #2

Agile Crash Course: Agile
Project Management
(UDEMY)

Bachelors in Commerce

Nagindas Khandwala
College, Mumbai
2013-2015

H.S.C.

Nagindas Khandwala
College, Mumbai
2011 – 2012

S.S.C.

Children's
Academy, Malad,
Mumbai 1998– 2010

Spine Technologies (I) Pvt Ltd

Customer Relation- (2016 – 2019)

1. Implement strategies to retain existing customers by building strong relationships and providing excellent customer service. Identify opportunities to upsell or cross-sell products or services when appropriate. Handle customer complaints and issues effectively, ensuring a fair resolution that aligns with company policies and procedures
2. Escalate complex or unresolved customer issues to higher levels of management or specialized teams for further assistance and resolution.
3. Maintain accurate and up-to-date customer records and contact information in the organization's database or CRM (Customer Relationship Management) system.
4. Own overall relationship with assigned clients, which includes ensuring retention, and high levels of customer satisfaction
5. Implement an effective strategy that results in decreased churn and increased upsell opportunities.
6. Collecting Testimonials from Clients

Sales Coordinator

1. Interact with customers to answer inquiries, provide product or service information, and address their needs. This may involve phone calls, emails, or in-person meetings.
2. Schedule and coordinate sales meetings, conferences, and appointments for the sales team. Prepare meeting agendas, take minutes, and distribute meeting notes
3. Prepare and send price quotations, proposals, and sales contracts to potential and existing customers. Collaborate with the sales team to ensure timely and accurate quotes.
4. Coordinate with sales team by managing schedules, filing important documents and communicating relevant information
5. Assist in lead generation and qualification by tracking and managing leads through the sales pipeline. Update CRM (Customer Relationship Management) systems with lead information.
6. Generate sales reports and performance metrics to track sales goals, revenue targets, and key performance indicators (KPIs). Provide insights and recommendations based on data analysis.
7. Maintain accurate and organized sales records, including customer profiles, sales contracts, and sales agreements. Ensure that all documentation is up to date and readily accessible
8. Perform various administrative tasks, such as managing calendars, coordinating travel arrangements, and processing expense reports for the sales team.
9. Assist in the planning and coordination of sales events, trade shows, and promotional activities to attract potential customers and generate leads.

Compuage Infocom Ltd

Sales Coordinator (Jan 2016 – June 2016)

1. Assist in the preparation and organizing of promotional material or events
2. Handling orders by phone, email, or mail and checking the orders have the correct prices, discounts, and product numbers.
3. Inputting orders, ensuring they are processed according to customer requirements, and ensuring all orders are accurate and delivered on time.
4. Monitor and organize inventory while effectively tracking new services and products for sale
5. Maintain organized sales records and report month-end goal setting to the senior management team
6. Developing and maintaining filing systems so as to maintain sales records, prepare reports, and provide financial information to the finance department.
7. Store and sort financial and non-financial data in electronic form and present reports