



Shruti Hire

PROJECT MANAGEMENT

Details

Mumbai, Maharashtra
9167326803
shrutihire93@gmail.com

Skills

Project Management
Leadership and Training
Effective Communication
Process Building and Reporting
Planning and Time Management
Sales and Business Development

Academics and

Professional Courses

Executive MBA from Welingkar's
Institute - IT Project Management
2019 -2021

Business Analyst Course from
SimpliLearn 2023

Bachelors in Computer
Applications from PN Doshi,
Ghatkopar 2013 - 2016

Profile

I am a versatile Project Management professional with 5+ years of experience, dedicated to ensuring customer satisfaction and retention. Throughout my career, I've explored value-addition, spanning business development, sales, and quality control.

My proficiency in managing projects is complemented by a keen understanding of people-centric processes, reflecting my inclination towards promoting positive experiences for clients, teams, and stakeholders.

Currently, I wish to pursue a role in project management to drive business development, build enterprise-wide processes, and ensure quality assurance.

Employment History

IT Project Coordinator, D2K Technologies , Mumbai

MARCH 2022 – MAY 2023

IT Project Coordinator at D2K Technologies which offers analytics data solutions to 20+ clients - global, national, and regional Banks, NBFCs, and Financial Regulators

Key Roles

- Enterprise-wide IT Project Coordination
- Setting up, facilitating employee feedback loops
- Project Quality Assurance for Client Satisfaction
- Defining and Conveying KRAs/KPIs to All Teams
- Facilitating Weekly/Quarterly/Annual Reporting

Key Achievements

- Supervised operational activities within a 215+ employee organization, with 70% of the team working remotely
- Fostered collaboration between stakeholders and teams for seamless operations
- Defined and conveyed KRAs/KPIs through internal campaigns
- Conducted performance reviews for 20+ teams across diverse roles - Business Analysts, DevOps, Data Scientists, Financial Analysts, and Banking Consultants
- Implemented rewards and recognition programs for a productive environment
- Streamlined team coordination using tools like Redmine, Monitask, and Microsoft Teams
- Handled daily, quarterly, and annual reporting effectively
- Contributed to the planning and execution of briefs for deliverables, resource allocation, and critical IT processes like CAB, Change Management, and SDLC
- Additionally, managed client communications as in a Business Analyst role for a commercial bank, driving prompt delivery of a data analytics product for recovery and collections

Key Strengths

- Cross-Functional Project Coordination
- Deep Understanding of IT Products
- Stakeholder Collaboration

- Performance Management
- Process Improvement
- Goal Alignment
- Reporting and Communication

Sr. Academic Counsellor, Let's Upgrade, Mumbai

JUNE 2021 – DECEMBER 2021

- Counseled students, professionals, and job seekers on upskilling
- Guided individuals toward valuable career opportunities
- Managed daily sessions, updated leads, and tracked pipeline
- Handled student enquirers, negotiated prices, and met onboarding targets
- Achieve sales targets and streamline admission
- Managed data in Excel and Zoho CRM
- Brainstormed with teams, coordinated, and strategized for sales plans

Career Guide, Board Infinity, Mumbai

JANUARY 2021 – APRIL 2021

- Expertise in closing sales targets while counseling students on courses like Data Science, Digital Marketing, Full Stack Web Development, AI, and ML
- Offered advice, guidance to candidates nationwide, aiding in career decisions
- Raised awareness and drove business development, managing the sales cycle
- Supported a diverse client base, spanning adults, youth, and students

Sales Executive , Beehive Software Services, Mumbai

JANUARY 2020 – AUGUST 2020

- Conversations for Software Career Growth with clients across India
- Following up with prospects and achieving IT sales targets
- Engaged leads through email, WhatsApp, SMS, and LinkedIn channels
- Managed pre-sale activities - presentations, lead generation, and emails
- Live product demonstrations for clients interested in IT products and services

Business Development Executive, ITM Group of Institutions, Mumbai

JUNE 2018 – AUGUST 2019

- Managed educational portal and website content, suggesting and implementing updates
- Coordinated with stakeholder management, contributing to decision-making
- Conducted guidance calls to students, ensuring enrollment and following up on payments
- Maintained a comprehensive database and expanded on existing data to build leads
- Initiated a mobile application project, providing students convenient access to course details
- Guided a Digital Team and Red Eye Company to refine banners, courses, and content on the website

Associate Researcher, Accenture, Mumbai

AUGUST 2017 – DECEMBER 2017

- Role of an associate/document management trainee in Insurance Solutions
- Updated doctor's insurance data, by reviewing each document based on training criteria and systematically closing them, with automatic updates to the server

