

NIKITA THAKUR

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SUMMARY

Analytical, highly adaptable Project Coordinator facing challenges enthusiastically to achieve consistent quality results. Improves processes to maximize productivity and streamline cross-functional collaboration.

SKILL HIGHLIGHTS

- **Soft skills:** Organization, interpersonal skills, communication, time management
- **Hard skills:** Requirements gathering, reports generation, MS Excel, vendor management

EXPERIENCE

Project Coordinator (Kalyan-Dombivli Smart City Project) – June 2021 to Present Allied Digital Services Ltd, Mumbai

- Maintaining and monitoring project plans, project schedules, work hours, budgets, and expenditures.
- Organizing, attending, and participating in stakeholder meetings.
- Documenting and following up on important actions and decisions from meetings.
- Preparing necessary presentation materials for meetings.
- Ensuring project deadlines are met.
- Determining project changes.
- Providing administrative support as needed.
- Undertaking project tasks as required.
- Developing project strategies.
- Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project.
- Assess project risks and issues and provide solutions where applicable.
- Ensure stakeholder views are managed towards the best solution.
- Chair and facilitate meetings where appropriate and distribute minutes to all project team members.
- Create a project management calendar for fulfilling each goal and objective.

Helpdesk Executive (Mumbai City Surveillance Project) – December 2016 to May 2021
CMS Computers Ltd, Mumbai

- Assists in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations
- Logging and tracking calls using a call tracking system and maintain history records and related problem documentation
- Monitoring the ticketing system for self-service requests and following up with the requestor for additional information/troubleshooting
- Facilitate communications as necessary, including making external calls, setting up conference calls, and providing information to relevant parties
- Answering, evaluating, and prioritizing issues arising from voice mail, email for assistance from users
- Monitoring and escalating severe issues following escalation process, ensuring service level agreements are met.

Robotics /Aeromodelling Instructor– August 2015 to November2016
Kids Techie Club Technical Educational Institute

- Teach students the fundamental concepts of science, technology, engineering, math
- Conduct hands on practical classes on robotics and aeromodelling
- Help students in constructing Robots and aircraft models
- Preparing students for various national and international competitions
- Arranging exhibitions to show case students work

EDUCATION

B.E. in Electronics (Mumbai University 2014-15)

Diploma in Electronics and Telecommunication (MSBTE 2009-10)

LANGUAGES

Marathi , Hindi , English