

Sonam Chhatwani

ASSISTANT PROJECT MANAGER

Seasoned Project Manager and Business Intelligence Consultant with 7+ years of experience. Proficient in leading teams and delivering strategic insights for enhanced decision-making.

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EDUCATION

B.E. in Electronics and Communication

Rajiv Gandhi Institute of Technology, Bengaluru, Karnataka

Aug 2008 - May 2012

MBA in Finance

Department of Business and Industrial Management, Surat, Gujarat

Apr 2013 - Apr 2015

SKILLS

- Project Management
- Management and Strategy Consulting.
- Good communication and interpersonal skills.
- Self-motivated and hard working.
- Hard worker, fast learner, able to work under pressure and high complexity.
- Eager to learn and willing to work in a team.
- Project Management Methodologies – Agile, Waterfall and Scrum framework.
- Project Management Tool – Kanban, Asana.
- Other Tools – MS Office, Tableau Dashboard, Power BI.

WORKING EXPERIENCE

WNS Global Services Pvt. Ltd.

Assistant Manager

Jun 2021 – Present

- **Project Management** - Define project scope, drafting and updating project plans, and executing them. Engage with vendors, identify risks, manage, and prioritize timely delivery of multiple projects.
- Project definition and initiation, project planning, project execution and risk management, project completion and communication.
- Setup calendar meetings and maintain agendas. Coordinate and lead project meeting discussions
- **Stakeholder Management** - Proactively identify stakeholder needs, prioritize work, and maintain close relationships.
- Plan and execute stakeholder engagement, overcome objections, and identify new communication channels.
- Define and update leadership on insights such as project milestones, issues / escalation, monthly sprint impact.
- **Team Management** - Empower team members by assigning challenging tasks, offering guidance, and coaching to ensure successful outcomes.
- Highly organized and detail-oriented, with excellent project management and multitasking abilities. Project health monitoring and follow up on anticipated or past due dates.
- Consistently acknowledge and appreciate each team member's contributions, and also motivate team to work together in the most efficient manner.

m360 Research Pvt. Ltd

Consultant

Mar 2021 - Jun 2021

- Managed day-to-day client interaction and manages client expectations.
- Analyze data, identify key trends, and provide actionable insights aligned with research objectives.
- Create and execute project work plans and revise as appropriate to meet changing needs and requirements.

WNS Global Services Pvt. Ltd
Assistant Manager

Apr 2019 - Dec 2019

- Collaborate with client stakeholders to understand their complex business needs, assess feasibility, develop analysis approach, execute analysis, and present findings.
- **Cross-functional** - Develop effective relationships with affiliates, provide high-quality plans, and address local challenges. Utilize project tracking and reporting tools to provide regular updates to stakeholders.
- Proactively ask team members if they have problems.
- Document management (file creation and update) Proactively action next steps

WNS Global Services Pvt. Ltd.
Business Analyst

Jul 2017 - Apr 2019

- Conduct market studies, lead NPS surveys, and present key improvement areas based on customer feedback.
- Manage third-party relationships, including online panel providers and field and recruitment providers. Worked with a range of internal and third-party data sources to identify customer buying behaviors and trends.
- Coordinate team to best serve the clients inquiries or problems.
- Identifies opportunities for improvement and makes constructive suggestions for change.
- Communicate effectively with clients to identify needs and evaluate alternative business solutions.

Infiniti Research Pvt. Ltd.
Research Associate

Jun 2016 - Jul 2017

- Distill large amounts of information and produce reports, spreadsheets, and documents outlining key details.
- Evaluate potential participants for studies and gather, arrange, and correct research data for analysis.
- Think fast about every question from customers and answer each question with logic.
- Effectively communicate relevant project information to client and deliver engaging, informative, well-organized presentations.

Babajob Services Pvt. Ltd.
Business Operations Associate

Jul 2015 - Jun 2016

- This was a dynamic role with rapidly moving boundaries. Drove operational enhancements, collaborating with cross-functional teams while having creative control and power to make impactful decisions.
- Demonstrate strong organizational skills and expertise in process improvisation and innovation. Work independently and collaboratively in a fast-paced, deadline-driven environment.
- Capturing and driving discussions towards key takeaways, issues, and actions.
- Create and execute project work plans and revise as appropriate to meet changing needs and requirements.
- Manages the process of innovative change effectively.

CERTIFICATIONS

- Google Project Management
- Power BI – Dashboard for Beginners

ACHIEVEMENTS

- Received “Excel at Work” award for being a key pillar of the team and appreciated for strong contribution in setting up foundation of the team.
- Received commendable feedback from stakeholders for spearheading Business Reviews and orchestrating Meta's semi-annual assessments of more than 45 suppliers, contributing to Meta's enhanced supplier performance evaluations.