

# Banshari Maitra

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Talented project coordinator with 2 years of experience managing large caseloads for a thriving retail interior company. Advanced aptitude for collaborative working and using strategic skills to generate tailored action plans, Proven track record for establishing enduring client relationships and troubleshooting issues to ensure prompt delivery.

## Key Skills

- Efficiency and organization
- Multi-tasking
- Teamwork
- Relationship management
- Problem-solving
- Excellent written and verbal communication

## Professional Experience

### Project Coordinator

*King Retail Solutions, Eugene, OR | July 2019- Present*

- Multitask on up to 15 assigned projects simultaneously, exceeding 54% of deadlines since September 2019
- Collaborate with clients and multiple departments to generate workable project schedules and monitor progress, making regular documented updates
- Conduct initial meetings with potential clients and employ active listening skills to recommend the most suitable services, converting 85% of leads in 2020
- Leverage problem-solving skills to resolve disputes and complaints efficiently, reducing account cancellations by 32%

### Solutions Specialist

*Verizon, Eugene, OR | September 2017 - July 2019*

- Explained and demonstrated the key features of various devices engagingly and persuasively to generate sales, consistently ranking in the top 10% for revenue
- Worked flexibly to cover unexpected absence in neighboring stores, quickly establishing a rapport with unfamiliar team members
- Gathered crucial information about customers' needs and budgets to suggest suitable products and data plans, consistently maintaining a 99% satisfaction rating
- Constantly updated knowledge of emerging technology trends to ensure an expert understanding of the store's products and services

## Education

### Bachelor of Science in Business Administration (Operations)

*University Of Oregon, Eugene, OR | September 2015 - June 2019*