

Mukesh Rathore

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📍 Palash Parisar II, Omex Hills,
Rau, Indore, M.P.

S U M M A R Y

Project Manager with 3 years of experience and an additional 3 years in Data Analyst. Proficient in both agile and waterfall methodologies, managing multiple Website Development projects and coordinating cross functional teams. Knowledgeable in programming languages such as HTML, CSS, JavaScript, Liquid, SQL, and tools like PowerBI and Excel. Skilled in creating dashboards and PowerPoint presentations, collaborating with designs team to get the website design layout, development team to develop the website, testing team to get tested the websites, and accounts team for payment insurance. Seeking new challenges to leverage my comprehensive project management skills and technical expertise

E X P E R I E N C E

IT Project Manager

Avalon Solution Pvt. Ltd., Indore

06/2022 – Present

- 📖 Collaborate with Business Development and Sales teams to gather project requirements and deliverables for Shopify websites and digital solutions.
- 📖 Create project planning, ensuring timelines, resource allocation, and risks are managed in line with client expectations. Coordinate with UI/UX designers to align design elements with client requirements and brand guidelines.
- 📖 Oversee the development lifecycle, ensuring quality standards, coding best practices, and adherence to timelines.
- 📖 Review developed solutions, supervise testing on beta platforms, and ensure functionality and compatibility.
- 📖 Deliver beta versions to clients, collect feedback, and implement revisions to ensure satisfaction.
- 📖 Ensure payment milestones are met before beta and final deliverables are provided.
- 📖 Manage the delivery of live websites/software, ensuring scope and quality standards are achieved.
- 📖 Provide post-launch support, resolving issues and maintaining optimal functionality.
- 📖 Act as the primary client contact and facilitate team collaboration to achieve project goals.

Customer Support Agent & Data Analyst

TaskUS, Indore

08/2019 - 06/2022

- 📖 Efficiently managed and analyzed large datasets to support strategic business decisions and enhance operational efficiency
- 📖 Developed and delivered comprehensive daily, weekly, and monthly performance reports, ensuring accuracy and timely distribution to stakeholders.
- 📖 Managing and maintaining the information systems, ensuring they are up-to-date and running efficiently.
- 📖 Ensuring that data management practices comply with relevant regulations and that data is securely stored and accessed.
- 📖 Respond to Technical queries/complaints in a timely and accurate way, troubleshoot and resolutions.
- 📖 Update internal databases with information about any issues and useful discussions with customers
Follow up with the Customers to ensure their technical issues are resolved
- 📖 Assist in training junior Customer Support Representatives

Quality Assurance Teleperformance BPO, Indore

02/2017 - 08/2019

- 📖 Monitor Calls/Chats/Emails and create the Dashboard
- 📖 Identify gaps and provide feedback & refresher sessions to agents to improve call quality
- 📖 Participate in Calibration Sessions, Pre & Post shift Briefings
- 📖 Arrange the PKT for Agents and Team Leader and share the score
- 📖 Analyze reports and share the Dashboards with internal and external stakeholders and Participation in WBR and MBR

CERTIFICATES

- | | |
|----------------------|------------------------------|
| 📖 Project Management | 📖 Front End Development HTML |
| 📖 My SQL Basics | 📖 Front End Development CSS |
| 📖 Advanced SQL | 📖 Excel Tips and Tricks |

SKILLS

- | | |
|-----------------------------|------------------------------|
| 📖 Project Management | 📖 Shopify E-Commerce Website |
| 📖 Data Analyst | 📖 Development |
| 📖 SQL | 📖 HTML & CSS |
| 📖 PowerBI | 📖 Chat GPT & AI Tools |
| 📖 JIRA and other Tools | 📖 Digital Marketing |
| 📖 Python | 📖 Google Analytics |
| 📖 MS Excel and Google Sheet | 📖 Photoshop with AI |

EDUCATION

- | | |
|---|------|
| Master Of Science (Information Technology) | |
| From Dr C V R U, Bilaspur (C.G) | 2011 |
| 📖 Bachelor Of Science (Mathematics) | |
| From D A V V, Indore | 2008 |
| 📖 12 th Higher Secondary School Certificate Exam | |
| From Board of Secondary Education, Bhopal M.P. | 2004 |
| 📖 10 th High School Certificate Exam | |
| From Board of Secondary Education, Bhopal M.P. | 2001 |

LANGUAGE

- 📖 English
- 📖 Hindi

Date

Mukesh Rathore

Place : Indore