

# JYOTIRMOY GHOSH

## SUMMARY

With over 5 years of experience as a project management associate in localization & interpretation within the healthcare, insurance, transportation & logistics industries. Through application of project management techniques, I have ensured the smooth execution of language & logistic projects & aided management in achieving the objectives

## WORK EXPERIENCE

### DATAMARK BPO SERVICE (Senior Executive) - JUNE 2018 - PRESENT

- Spearheaded Language line interpretation services for client in hospitals, insurance, judicial system, & immigration domain, ensuring absolute precision & impeccable interpersonal skills during audio-video interpretation sessions; notable clients include UNITED HEALTH GROUP & MAXIMUS NY.
- Utilized Agile methodology to outline project objectives, scope, deliverables, stakeholders, milestones, & timelines while assigning & managing linguists, language specialists, & auditors in language services during project's lifecycle.

### ARAMEX LOGISTICS(Project Coordinator) - JAN 2018 - MAY 2018

- Orchestrated the successful implementation of a logistics project in Dubai, resulting in a substantial increase in company revenue which led to its growth. Served as a pivotal member of the project management team, facilitating smooth operations by expertly managing scheduling, organizing project elements, negotiating change orders, & allocating budget..
- Utilised design analysis & lean methodologies to create a comprehensive one-year plan that aligned with business objectives. Supported the managers throughout all the phases of project planning & execution, including monitoring program RAIDs, & managing a budget of 1M\$ in FY 18-19.
- Conducted regular Skype meetings to proactively identify & manage potential project risks & uncertainties. Provided daily updates to senior leadership team on project progress & data insights. Leveraged Jira, Excel, & MS Office Suite to efficiently manage & track project task timelines.
- Implemented effective change strategies on a bi-weekly basis, conducting meetings to manage the project scopes, finances, risk and deliverables.
- Delivered regular project status & reports to the client, highlighting key accomplishments, defects, & risks, as well as identifying opportunities for improvement. Mentored interns & fostered a collaborative learning environment.

## CERTIFICATIONS

PMI-ACP - <https://simpli-web.app.link/e/beRUXjZKcrb> || PMP BASICS - <https://simpli.app.link/R8QK5M8QDrb> || SCRUM MASTER - <https://simpli.app.link/jjN4lmUZkAb> || LEAN - <https://simpli-web.app.link/e/beRUXjZKcrb> || Six-Sigma(DMAIC) - <https://simpli.app.link/oftVdxIRDrb> || CCBA - <https://simpli-web.app.link/e/ksqnfNCLcrb> || CAPM - <https://simpli-web.app.link/e/kuvUndqLcrb>

## SKILLS

Jira, Sql, Excel, Agile, Scrum, Waterfall, Leadership, Scope Analysis, Risk Management Stakeholder Management, Confluence, Kanban, Time Management, Java, DSA, LINUX, Rdbms, SpringBoot, Hibernate, Microservices, MVC, ReactJS, Visual Studio Code.

## EDUCATION

PHCET, Rasayani, Panvel(University of Mumbai accredited) - B.E. ELECTRONICS (2013 - 17)  
Indira Gandhi National Open University - Master's of Arts(English Literature) (2020 - 2022)  
Software Development Engineering - Great Learning(Post-Graduate Program) - Pursuing.