

Maira

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Professional Summary

Project & Operations Manager with 4+ years of remote experience overseeing projects, streamlining operations, and enabling data-driven decisions. Skilled in modern project management tools, cross-team collaboration, and cloud/data workflows. Strong ability to align stakeholders, deliver on time, and integrate analytics into business strategy.

Experience

Operations Manager — M5 (Remote)

Mar 2021 – Jan 2025

- Coordinated multiple projects with distributed teams, ensuring deadlines and quality standards were met.
- Planned schedules, assigned tasks, and tracked progress using Trello, Notion, and ClickUp.
- Collaborated with leadership to identify risks and adjust project scope proactively.
- Maintained clear reporting dashboards and delivered stakeholder updates.

Key Projects

- **Business Performance Dashboard:** Built Power BI dashboard integrating SQL + Python ETL pipelines to support leadership decisions.
- **Customer Retention Analysis:** Designed churn model and A/B testing framework to optimize user engagement.
- **CI/CD Pipeline Demo:** Automated deployments with Jenkins, Docker, and GitHub to improve delivery speed.
- **Cloud Infrastructure Pilot:** Deployed infrastructure as code using Terraform and monitored with Grafana & Prometheus.

Skills & Tools

Project Management: Trello, Notion, ClickUp, Jira

Collaboration: Google Workspace, Slack, Teams

Data: SQL, Python (Pandas, NumPy, Scikit-learn)

Visualization: Power BI, Matplotlib

Cloud & DevOps: Docker, Kubernetes, Terraform, Jenkins, Grafana

Soft Skills: Communication, Problem Solving, Critical Thinking, Adaptability

Education & Certifications

- M.Sc. Information Technology — Virtual University of Pakistan (2024)
- CS50 AI with Python — Harvard (edX)
- Google Project Management Certificate
- Independent Courses in SQL, Web Development, Python