

## MARYAM MUHAMMAD BASHIR

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Rolla, Missouri, United States.

### PROJECT MANAGEMENT PROFESSIONAL

Results-driven Project Manager with expertise in technical communication, stakeholder coordination, and process improvement. Adept at leading cross-functional teams, managing project lifecycles, and ensuring project deliverables align with business objectives. Experienced in Agile methodologies, risk management, and performance optimization. Skilled in utilizing project management tools such as Jira, Trello, and Microsoft Project to streamline workflow and drive efficiency.

### SUMMARY OF QUALIFICATION

- Proficient with project management tools like Jira, Trello, and Microsoft Project
- Familiarity with software & collaboration tools (Confluence, Slack, Google Workspace)
- Technical writing & documentation skills (Microsoft Word, Adobe FrameMaker)
- Agile Methodologies such as Scrum, Kanban
- Data analysis & reporting with Excel, Power BI
- Project Planning & Execution
- Agile & Scrum Methodologies
- Risk Assessment & Mitigation
- Budget & Resource Allocation
- Stakeholder Engagement
- Performance Metrics & Reporting
- Process Optimization & Automation
- Change Management
- Communication & Collaboration
- Audience analysis and user-focused communication
- Good verbal communication skills.
- Collaborative team player and multitasking skills.
- Customer focus and adaptability to different personalities.
- Organizational and active listening skills.
- Self-motivated, detail-oriented and organized.
- Time management and priority skills.
- Excellent problem-solving skills
- Fluent multilingual in Hausa, Yoruba, and English.

### EDUCATION

<b>M.Sc. Technical Communication</b> Missouri University of Science and Technology, Rolla, MO.	May 2025.
<b>Bachelor of Fisheries</b> Federal University, Dutsin-ma, Katsina State.	September 2018.
<b>Diploma in Information Technology Application</b> HiiT, Kano State - Grade: 4.53/5.0; Distinction	October 2012.

### WORKING EXPERIENCE

<b>Missouri University of Science and Technology</b> <b>Project Coordinator &amp; Instructor, Technical Writing</b>	Missouri, United States Aug 2023 – Present
<ul style="list-style-type: none"><li>• Manage multiple projects related to technical documentation, ensuring quality and compliance with standards.</li><li>• Lead project-based learning initiatives, mentoring students in project execution, stakeholder communication, and Agile methodologies.</li><li>• Utilize Jira and Trello to manage project workflows, improving tracking and reporting efficiency.</li><li>• Conduct risk assessments and develop mitigation strategies for classroom projects.</li><li>• Foster collaboration by facilitating cross-team meetings and coordinating communication with stakeholders.</li></ul>	
<b>Lumos Solar</b> <b>Project Manager – Customer Support Initiatives</b>	Lagos, Nigeria Dec 2021 – Sep 2022
<ul style="list-style-type: none"><li>• Spearheaded a customer service optimization project, reducing response time by 30% through workflow improvements.</li><li>• Developed and implemented a knowledge base, improving issue resolution efficiency and training effectiveness.</li><li>• Managed stakeholder expectations and project milestones, ensuring alignment with business objectives.</li><li>• Analyzed customer feedback data, identifying key areas for process improvement.</li><li>• Developed professional support materials, such as FAQs and email templates, improving team efficiency.</li><li>• Sent out emails within the company and to partner companies on issues related to products and services.</li></ul>	
<b>Dufil Prima Food Plc</b> <b>Customer Service &amp; Process Improvement Analyst</b>	Lagos, Nigeria. Nov 2020 – Dec 2021.
<ul style="list-style-type: none"><li>• Led cross-functional team projects to enhance customer engagement and experience.</li></ul>	

- Developed and maintained project dashboards to track customer support metrics.
- Managed risk assessment processes related to service delivery challenges.
- Utilized Jira to track service improvement initiatives and project tasks.
- Assisted customers in understanding the company's products inside and out so that they could answer questions.
- Processing orders, forms, applications, and requests.
- Kept records of customer interactions, transactions, comments, and complaints.
- Communicated and coordinated with colleagues, as necessary.
- Provided feedback on the efficiency of the customer service process.
- Ensured customer satisfaction and provided professional customer support.
- Managed incoming calls and customer service inquiries.

**Teacher, National Youth Service Corps (NYSC)  
St. Lawrence Middle School**

Osun, Nigeria  
2018 – 2019

- Led training initiatives focusing on structured communication and project documentation.
- Designed standardized reporting templates to improve clarity and efficiency in documentation.
- Fostered critical thinking and clear communication through interactive activities.
- Instructed and monitored students in the use of learning materials and equipment.
- Used relevant technology to support and differentiate behaviors.
- Managed student behavior in the classroom by establishing and enforcing rules and procedures.
- Provided appropriate feedback on work.

**Assistant Presiding Officer (APO II)  
INEC 2019 Election**

Osun, Nigeria  
2019

- Documented and reported voting procedures, ensuring accuracy and transparency in electoral processes.
- Delivered concise instructions to voters, enhancing their understanding of voting procedures.
- Prepared post-election reports, summarizing key findings and operational challenges.

**SIWES  
College of Agriculture and Animal Science**

Kaduna, Nigeria  
2015 - 2016

- Harvested and graded plans in the fishery unit and kept accurate and computerized daily mortalities and sales records.
- Monitored the health of the fish and treated them when appropriate.
- Ensured water supply is of enough quality for the stock.
- Possessed stock skills such as fish handle, spawn, and harvest.
- Maintained records of stocks and feed of fish daily and calculated the feed regime.
- Fed and milked cow fed daily feed, disinfected herd house.
- Reviewed breed and milk production records to determine unproductive bulls and cows that should be sold.

**Beltraco Continental Service LTD  
Customer Service Officer**

Kano, Nigeria  
2013 – 2015

- Composed and managed a repository of FAQs, enhancing customer self-service options.
- Authored training materials for onboarding new hires, standardizing team knowledge and improving onboarding efficiency.
- Analyzed call data to identify patterns, contributing to a 20% improvement in response times.
- Identified and implemented a new process plan to improve customer support service.
- Helped to welcome and address customers in a friendly and respectful way.
- Handled dissatisfied customers politely and professionally.
- Maintained broad knowledge of all company products, services, and promotions.

**CERTIFICATIONS & PROFESSIONAL DEVELOPMENT**

- Certified Scrum Master (CSM) – Scrum Alliance (In Progress)
- Google Project Management Certificate (2023)
- PMI Agile Certified Practitioner (PMI-ACP) – In Progress

**PROJECT MANAGEMENT IMPACT & ACHIEVEMENTS**

- Successfully implemented Agile methodologies in academic and corporate settings, improving project turnaround times by 20%.
- Managed multiple concurrent projects, ensuring on-time delivery and alignment with strategic goals.
- Developed process documentation frameworks that increased operational efficiency by 30%.
- Led risk assessment initiatives that reduced project delays by 25%.

**PROFESSIONAL AFFILIATIONS**

- Project Management Institute (PMI) – Member
- Society for Technical Communication (STC) – Member

- Agile Alliance – Member