



# UMAIM BAIG

## PROJECT MANAGER

### Personal Information

Visa Status: Own

Full Name: [Umaina Baig]

Nationality: Pakistani

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LinkedIn Profile: Umaina Baig

Languages: English, Hindi, Urdu,

Arabic: Reading

## PROFILE

Results-driven professional with over 6 years of experience in optimizing business operations, leading cross-functional teams, and managing CRM systems. Proven track record in streamlining processes, improving efficiency, and driving business growth through data-driven decision-making. Expertise in project management, process automation, client relations, and compliance with a strong focus on operational excellence and team leadership.

## HOBBIES

- Swimming
- Traveling
- Cooking
- Reading

## EDUCATION

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### **Oxford Grammer School**

Passed Out 2004  
Science (pre-medical)

### **University Of Karachi (2020)**

International Relationship

## WORK EXPERIENCE

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### **Mighty Warner Technology LLC**

#### **(Project Manager)**

**October 2023 -Till now**

- Develop comprehensive project plans that outline scope, timelines, milestones, deliverables, and resource needs.
- Set clear project objectives and ensure alignment with organizational goals.
- Assign tasks to team members and ensure accountability for project milestones.
- Prepare project budgets, monitor financial performance, and ensure projects are completed within the agreed budget.
- Track expenses and make necessary adjustments to keep the project financially on track.
- Lead cross-functional teams by providing guidance, motivation, and conflict resolution.
- Foster strong communication between team members, ensuring clarity in roles and responsibilities.
- Coordinate with departments such as sales, engineering, marketing, and finance for smooth execution of tasks.
- Identify project risks early and develop mitigation strategies to minimize impact on project timelines and deliverables

- Monitor potential obstacles and adapt plans as necessary to ensure continuous project progress.
- Act as the primary point of contact for all project-related communications with internal and external stakeholders.
- Provide regular updates on project progress, risks, and issues to senior management, clients, and other stakeholders
- Manage stakeholder expectations and ensure their needs are met throughout the project lifecycle
- Ensure project deliverables meet quality standards and are aligned with client requirements.
- Conduct project evaluations and ensure continuous improvement in project processes.
- Monitor and manage project scope changes, ensuring all changes are well-documented and communicated to stakeholders.
- Prevent scope creep by maintaining control over project objectives and deliverables.

**SamTech Middle East**  
**Operations Coordinator & CRM Executive**  
**2020 –2023**

- Collaborated across departments (Sales, Marketing, Customer Service) to ensure smooth operations and alignment.
- Provided training and support on CRM tools and operational procedures.
- Coordinated with ZOHO CRM implementation partner, customizing solutions to fit business workflows.
- Led cross-functional teams for ZOHO CRM deployment, overseeing data migration, integration, and user training.
- Managed CRM customization, improving efficiency and data tracking
- Ensured CRM compliance with data protection requirements, focusing on security and access control.

**Skills:**

- Operations Management
  - CRM Systems (ZOHO CRM)
  - Project Management
  - Data Migration
  - Client Relations
  - Process Optimization
  - Compliance & Data Protection
  - Cross-Departmental Collaboration
  - Team Leadership & Training
  - Document Management
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