

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

Oxford Grammer School

Passed Out 2004

Science (pre-medical)

University Of Karachi (2020)

International Relationship

WORK EXPERIENCE

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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