

# Isha Ramadan

-Email me on Indeed: <http://www.indeed.com/r/Isha-Ramadan/e224212e2637409d>

Ambitious Senior Project Coordinator with 8 years of experience overseeing projects from initiation to completion. Minimizes workflow obstacles, conserves resources and motivates teams to deliver quality outcomes under budget and on time. Over 15+ years of management, customer Service, client relations, and account management experience. Demonstrated project coordinator responsibilities in marketing and advertising. Illustrated strong communication skills and development of research and analysis to identify opportunities and client needs. Created business plans and concepts while following a schedule management plan to ensure the organization and task completion in a timely manner. Obtained a Projected Management Course Completion Certification and currently in the process of testing for PMP Licensing.

## Work Experience

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### **Project Coordinator**

Pro One Services - NJ

March 2022 to Present

Successfully led multiple projects within a business start up with five stakeholders. Partnered with executives and owners to reposition project tasks, team members, and business objectives.

Provided project leadership and fostered relationships with customer stakeholders to manage expectations of project deliverables and maintain alignment of project scope with client business objectives.

Completed a large implementation of payment and scheduling software to organize client needs per business objective.

Schedule, coordinate, and offer operational assistance for technicians to satisfy customer needs and standards. Review technician's work to ensure quality and meet the established standards, techniques, and safety requirements.

Provide guidance and assistance with creating industry standard templates for estimating and quoting repairs. Plan, organize, implement and execute project procurement pertaining to Plumbing, Heating & Cooling Equipment. Oversee budget management and timely completion of all Projects involving expansions, renovations, and new construction projects. Serve in a leadership capacity as the liaison and single point of contact among internal and external resources, key partners and suppliers. Responsible for the execution of multiple Plumbing, Heating and Cooling projects within the team, ensuring that each project is completed on time and within the contracted budget requirements.

### **Project Coordinator**

Advanced Professional - Clifton, NJ

April 2017 to March 2022

Ensured the smooth running of the Service and Construction aspects of the business. Organized operations on a day-to-day basis, managed a team of administrative and support staff. Managed office, service and construction budgets. Acted as a liaison between Owner and staff, suppliers and clients. Developed new policies and procedures for the business as needed to in order to stay up to date and up to code as needed per UCC standards. Implemented and maintained procedures/office administrative systems.

Ensured that the company has adequate staff to provide continuous coverage and excellent service in the administrative areas, business office managers, and service technicians. Interview, hire, and train new staff, and also provide professional development.

Facilitated payroll for all employees and sub- contractors. Ensured all members of the team received their pay on time and that it is accurate through data entry, processing hours, and distributing checks. Monitored bank accounts, credit cards, and vendor portals to track spending. Monitored accounts receivable, accounts payable, etc. Provided aid to the book-keeper and managing partners of the business in this process by monitoring and managing the accounts receivable/payable collection process. Managed inventory and worked with warehouse associates to ensure power tools are accounted for and in functional order. Ensured all large materials are ordered for upcoming services and replacements. Also ensured that the office staff have the necessary tools to perform their jobs by ordering and tracking office supplies.

Key Accomplishments:

Managed a team of 45 employees and managed over 30 + projects of various sizes

## **Volunteered**

St. Joseph Hospital

## Education

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### **Bachelor of Arts in Political Science and Jurisprudence**

Montclair State University - Montclair, NJ

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## Skills

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- PMP/PMI
- Conflict Resolution
- Project Management Software
- Lean Six Sigma
- Bilingual-Arabic/English
- Resource Management
- Relationship Building
- Negotiations
- Adaptability MICROSOFT WORD
- POWERPOINT
- EXCEL
- OUTLOOK
- LEAN SIGMA SIX YELLOW BELT
- PRINCE2
- AGILE METHODOLOGY
- WATERFALL METHODOLOGY
- KANBAN
- SCRUM

## Certifications and Licenses

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### **PMP**

### **PMI Certification**