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### PROFESSIONAL SUMMARY

- ❖ I am a highly energetic and potential project handler, skilled in streamlining operations and maintaining schedules to ensure maximum customer satisfaction and business revenue. Experienced in coordinating teams and resources to complete objectives. Organized and detail-oriented with proactive and hard-working nature.  
I feel I would be an asset to your team and would appreciate the opportunity to exhibit my strength.

### CORE COMPETENCE

Project management  
Team handling  
Business Documentation  
Risk analysis

Dashboard & reports creation  
Analytics  
Grievances handling /Problem evaluation  
Customer relationship management

### EXPERIENCE

#### **APTARA CORPORATION/ TECHBOOKS INTERNATIONAL PVT.LTD.**

**May 2017 to Dec 2018**  
Noida, U.P

Associate Project Manager

#### Roles &Responsibilities:

- Responsible for various aspects of project life cycle, from its initiation to completion, including planning, risk management, client interaction, support and cross communication via e-mails, bridge and web-ex.
- Managing various reputed clients such as **Amazon, Disney, Mitchell1, Penguin, Lonely planet...** etc.
- Perform Data analytics and create dashboards (detailing database changes and performance)/project reports to have a fair picture of inventory as well as revenue and to facilitate decision making.
- Managing various project management tools such as JobTraq, DOW, Lish, JIRA, Mitchell1 intranet, Work management system, MySQL and others.
- Monitoring & controlling projects quality with respect to triple constraints (Scope, Time, Cost).
- Taking care of status call with client for the existing project to provide them the necessary updates. Also, was a part of the launch call at initial stage of new project to determine and articulate project scope as well as client's expectations.
- Advised clients on necessary updates, changes to project milestones and Managed customer expectations proactively to maintain high satisfaction.
- Created and optimized diverse SQL queries.
- Handling grievances and do RCCA to eliminate the issue going forward.
- Use to follow hybrid methodologies (Waterfall/Agile/Scrum) for managing the projects.

#### **ATDRIVE INFOTECH PVT. LTD.** Business Developer

**Jan 2016 to Apr 2017**  
Noida, UP

#### Roles &Responsibilities:

- Taking care of video, website and mobile application development marketing.
- Generate demand by doing client counseling and providing them the optimal solutions regarding their problems.
- Gather the client requirements and create the work break down structure.
- Attending team meetings/JAD sessions, discuss the client's requirements or expectations and note queries raised by team which are needed to be raised in front of stakeholder.
- Carrying out process modeling and related improvements and preparing detailed documents related to various business requirements (BRD, FRD, Epic).
- Checking the final product/do the double QA to make sure that all the user stories are being taken care of and provide feedback to remove the loop holes, if any.
- Maintaining and developing relationships with existing customers via Skype and Emails.
- Generating leads through search engines and online bidding.
- Online research and market analysis to make the final product creative and of high quality.
- Handling the client's replies, negotiation process and timely deliveries.
- Making accurate, rapid cost calculations and providing customers with quotations
- Worked with **UPDESCO** projects for Government project tenders.

## INTERNSHIP

### **SHENOVAC TRADER AND CONTRACTORS PVT.LTD.**

Marketing Intern

75 days

New Delhi

### **MBA Project Details:**

Name of project: Importance of solar standalones/panels & LED over CFL and other bulbs.

Objective: To know the effects of solar standalones/panels & LED on customer and environment as compared to CFL and other bulbs.

## EDUCATION:

**Dr. Akhilesh Das Gupta Institute of Technology & Management, New Delhi**

MBA (Marketing, Operations & IB)

**2014-2016**

GGSIU

**Institute of Technology & Science (ITS), Ghaziabad**

BBA (Management)

**2011-2014**

CCS

## ADDITIONAL CERTIFICATION

**HCL LEARNING LTD.**

Sales and Marketing

**100 hours**

Ghaziabad

## COMPUTER AND TECHNICAL SKILLS

Advance Excel

MySQL queries

MS Outlook

Various Project Management Tools

Dashboard Creation

PowerPoint Presentation

Documentation

## DECLARATION

I hereby declare that the facts and evidence given by me as above are true, complete and correct to the best of my knowledge.

**Shailly**