Khilin Satra

Project Manager

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📍 Mumbai, India

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Skills

Managerial

Leadership
Team Management
Time Management
Adaptability
Decision-Making
Communication &
Stakeholder Management

Project Management

Planning & Execution
Risk Management
Resource Allocation
Process Improvement
Quality Assurance
Problem Solving
Agile methodology

Tools

JIRA, Figma, SQL, Tableau,
MS-office, Google doc.

Education

B.E(Electronic and Telecommunications)

2012 – 2016 | Mumbai, India

Certification in Progress

Certified Project Manager
(PMP)
Institution: (PMI)
Expected Completion: August
2023

Profile

Project manager with 5+ years of extensive experience in managing all project phases to ensure goals are achieved in an efficient and timely manner. Expertise in coordinating diverse teams and resources to meet maximum customer satisfaction and business revenue. Organised and detail-oriented with proactive and hard-working nature.

Professional Experience

EasyTech Innovations Pvt Ltd | Mumbai, India

Description: OnFees, an innovative Institute Management Solution, enabling effortless digital transformation for educational institutes of all sizes in India.

Project Manager(2017-Present)

- Successfully managed and executed 10 long- and short-term projects, meeting 90% of milestones and adhering to all deadlines.
- Delegated tasks to a team of 10+ members based on their expertise, resulting in a 20% increase in project efficiency and productivity.
- Made effective decisions in complex situations by evaluating options, driving project progress and achieving a 90% success rate.
- Acted as a central point of contact for cross-functional teams, ensuring coordination, developing comprehensive project plan and synergy.
- Aligned project objectives with organisational goals through regular communication with internal and external stakeholders, ensuring clear understanding.
- Overlooked diverse projects such as technology integration, platform build/development, and SaaS projects.
- Collaborated with more than 15+ clients for log source onboarding, use case validation, and troubleshooting, resulting in increased customer satisfaction by 80%.
- Proficient in ticketing systems like Jira, managing and resolving an average of 20 tickets per week, ensuring efficient documentation and process management using Google docs.
- Proficient in using SQL to generate meaningful reports and visualizations from databases.
- Produced comprehensive weekly reports highlighting progress against milestones, status updates, resource requirements, and effectively addressing issues, risks, and dependencies.

Jupiter Infomedia Ltd | Mumbai, India

Description: JimTrade, an Online B2B portal for Indian Manufactures, Suppliers and Wholesalers.

Marketing Executive: (2016-2017)

- Successfully managed end-to-end client relationships, encompassing pitching, negotiating, invoicing, payment, result tracking, and troubleshooting.
- Identified and connected with potential clients, effectively expanding the client base.
- Utilised cold-calling and follow-up techniques to secure new revenue streams.
- Coordinated and actively participated in promotional activities and trade shows to significantly enhance brand awareness.