Varun V

Associate Project Manager | Client Relations & Technical Project Coordination

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PROFESSIONAL SUMMARY

Results-driven Project Manager with 2+ years of experience in end-to-end project coordination, client relationship management, and technical team leadership. Proven expertise in managing web development projects with 100% on-time delivery record. Successfully coordinated cross-functional teams of 15+ members including developers, UI/UX designers, and content writers with 90% client issue resolution rate.

EDUCATION

MS Ramaiah College of Arts, Science, and Commerce | Bengaluru, Karnataka
Bachelor of Business Administration (BBA) | Sep 2022

PROFESSIONAL EXPERIENCE

Cognizant Technology Solutions | Bengaluru, Karnataka

Subject Matter Expert | Jul 2025 - Present
Senior Process Executive | May 2023 - Jul 2025

- Led complete project lifecycle for GA4 Firebase implementations, coordinating cross-functional teams including Product, Engineering, and Marketing
- Successfully managed multiple concurrent technical projects with 100% on-time delivery, serving as primary POC for clients
- Achieved 90% client issue resolution rate through systematic problem-solving and proactive client engagement
- Spearheaded automation initiatives that delivered 30% improvement in operational efficiency
- Created comprehensive Standard Operating Procedures and project documentation based on technical requirements and client feedback
- Improved data accuracy by 40% through systematic project improvements and performance tracking

Regalix India Private Limited | Bengaluru, Karnataka

Associate Consultant | Jan 2023 - May 2023

- Managed end-to-end implementation of conversion tracking projects, focusing on improving client ROI and satisfaction
- Coordinated with development teams to ensure seamless project delivery and technical requirements fulfillment
- Delivered comprehensive project training to clients, ensuring successful adoption and value realization

KEY PROJECT ACHIEVEMENTS

User Engagement Optimization Project | Jul 2024 - Sep 2024
Led cross-functional automation initiative achieving 30% improvement in operational efficiency through systematic project execution and technical coordination.

Self-Service Product Development Project | Oct 2024 - Present
Collaborated with Google to develop comprehensive self-service resources, enhancing user adoption by 35% and reducing support dependency through end-to-end project management.

Customer Experience Enhancement Initiative | Jan 2025 - Mar 2025
Led development of comprehensive technical workflows and standardized communication processes, improving user onboarding and engagement rates.

CORE COMPETENCIES

Project Management: End-to-End Project Management | Cross-Functional Team Leadership | Client Relationship Management | Timeline Management | Risk Management

Technical Coordination: WordPress Project Management | Web Development Coordination | Technical Requirements Analysis | Performance Optimization

Client Relations: Daily Client Interaction | Technical Communication | Issue Resolution | Stakeholder Management | Proactive Client Engagement

Technical Skills: SQL, JavaScript, Google Analytics, GA4, Firebase, Project Documentation

LEADERSHIP EXPERIENCE

Student Council Representative | MS Ramaiah College | Jun 2019 - Oct 2022

Led engagement initiatives across 800+ member community, achieving 35% increase in engagement through structured feedback systems and stakeholder coordination.

KEY ACHIEVEMENTS

- **100% On-Time Delivery:** Maintained perfect project delivery record across multiple concurrent initiatives

- **90% Client Issue Resolution Rate:** Through effective project management and technical coordination

- **30% Process Efficiency Improvement:** Via systematic project improvements and automation

- **35% User Adoption Enhancement:** Through strategic project design and execution

- **Team Leadership:** Successfully coordinated cross-functional teams of 15+ members across development, design, and content creation