

# ABHINAV PANDEY

Lucknow , Uttar Pradesh

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## EDUCATION

### Master of Computer Application

Integral University 2023- 2025

### Bachelor of Computer Application

Lucknow Public College of Professional Studies 2020-23 | 90%

### Intermediate

Pioneer Montessori Inter College 2019-20 | 80%

### High School

Pioneer Montessori Inter College 2018-19 | 85%

## SKILLS

- **Click Up, Jira & Slack** Administration
- Microsoft Office
- Data-Driven Decision Making and Process Optimization
- Risk Assessment & Mitigation
- Contingency plans
- Technical Proficiency
- Effective Resource Management
- Effective Sprint Planning
- People Management
- Develop plan of action including schedule, resources & workplans
- Calendar/ Deadline Management & Workflow Optimization
- Conflict Resolution
- Implementing Scrum Framework
- Stakeholder Management
- Agile Project Management
- SOP Development
- Training & Onboarding Plans

## CERTIFICATIONS

- **Scrum Maser Certification** from Itroni
- **Agile Project Management** from Google
- **Project Initiation** course from Google
- **Foundations of Project Management** from Google

## ABOUT ME

Impact-Oriented professional with a strong passion for **project coordination** and **Agile methodologies**. Skilled in facilitating **team collaboration**, **managing timelines**, and driving projects to successful completion. Seeking a role as a **Project Coordinator** to contribute to organizational efficiency and team success.

## WORK EXPERIENCE

Project Coordinator | Process Manager  
**Cedcross Technologies Pvt. Ltd.**

May,2023 -  
Ongoing

- Coordinated and managed cross-functional projects including **Shopify Amazon Product, AI Smartlister, HubSpot FormPay, Cyber Security Cloud, MWB Connect, HubSpot WhatsApp & TTLS Integration**, and **MakeWebBetter Marketing, Content & Sales verticals**.
- Improved sprint completion rate by **25%**, enabling faster iterations and contributing to a **30% boost in client retention**.
- Facilitated and ensured the successful execution of all Agile ceremonies, including **daily standups, sprint planning, sprint reviews**, and **retrospectives**.
- Reduced project cycle times by **15%** via streamlined Jira task tracking and improved inter-departmental visibility. Oversaw **strategic planning, stakeholder engagement, risk management**, and **cross-team coordination** to ensure timely and successful project deliveries.
- Directed Agile workflows across **6+ teams**, improving sprint **velocity by 20%** through **optimized planning** and **backlog grooming**.
- Processed **Jira & Slack admin functions** for **50+ users**, saving approx. **Rs2.5 lakh annually** through efficient user management and automation.
- Spearheaded the **onboarding and training plans** for new team members, **ensuring structured KT (Knowledge Transfer)**, system access, process orientation, and role clarity.
- **Managed employee database** for team allocations, onboarding records, and performance insights to support workforce planning and reporting. Increased blog output to **12/month** using **strategic planning**.
- Designed and implemented **10+ SOPs** and scalable workflows, reducing cross-team **confusion by 60%**
- Tracked and ensured **timely resolution of bugs, client-reported issues**, and custom task requests, leveraging the TAD (Task Assignment Documentation) system.
- Acted as the **Process Manager, maintaining SOPs** , optimizing delivery pipelines, and ensuring compliance with organizational best practices.
- Maintained Confluence documentation, **cutting onboarding time by 30%** and boosting process knowledge.
- Handled **client communications** regarding scheduled **releases**, app maintenance, and **deployment timelines**, ensuring clarity and timely notifications.
- Proficient in **Google Workspace**: managed documentation (**Docs**), data tracking (**Sheets**), and collaboration tools (**Drive, Meet, Calendar**)