

Vaishnavi Tiwari

Project Coordinator

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Professional Summary

Dynamic and results-driven **Project Coordinator & Scrum Master** with a strong foundation in **Agile, Scrum, and Waterfall project management methodologies**. Adept at handling **multi-project engagements, client relationships, and cross-functional team coordination**. Proven expertise in **Salesforce, HubSpot, Zoho CRM, and other CRM platforms**, with a track record of **strategic project execution, optimizing workflows, and driving revenue growth**. Specializes in **risk mitigation, P&L analysis, stakeholder communication, and Agile transformation**. Certified **Professional Scrum Master (Scrum.org)** with a focus on delivering scalable, high-impact solutions.

Professional Experience

Cloud Analogy CRM Specialist, Noida

Project Coordinator (April 2024 – Present)

Engagement Management:

- Managing **multiple vendor engagements** and overseeing the seamless execution of **10+ projects**.
- Led a **Salesforce engagement**, expanding the team from **5 to 50 members** and achieving a revenue growth of **1150%** within 10 months.
- Leading both **Indian and international engagements**,

Key Responsibilities:

- Conducting **weekly status reviews** to assess project health and team performance.
- Managing **timesheets, invoicing, and financial tracking** via **Zoho Books**.
- Developing **case study presentations** showcasing project impact and industry-specific insights.
- **Evaluating P&L statements** to assess project profitability and financial viability.

- Handling **client escalations and resolving delivery roadblocks** through proactive intervention.

Project Management & Scrum Leadership:

Project 1: Data Migration & CRM Integration (Airtable to HubSpot) – Real Estate Industry

- Designed a comprehensive **Project Backlog & Execution Plan**.
- Led **Scrum ceremonies** to ensure agile delivery of migration milestones.
- Maintained a structured **RACI Matrix** to enhance stakeholder engagement.
- Developed **detailed project reports, demo videos**, and strategic documentation to facilitate CRM adoption.
- Proactively identified **risks and mitigation plans**, ensuring smooth transition and data integrity.

Project 2: Shift Logging Application Development – Zoho One (Real Estate Industry)

- Acted as **Scrum Master**, formulating **user stories and architectural blueprints**.
- Led **effort estimation, sprint planning, and project tracking** on Trello.
- Facilitated **cross-team coordination**, ensuring alignment with client requirements.
- Monitored **milestones and KPIs**, ensuring adherence to **Agile best practices**.

Previous Experience

CEDCOSS Technologies Private Limited

Project Coordinator (Sept 2022 – Mar 2024)

- Led multiple **Agile-driven projects** focusing on **process improvement, automation, and digital transformation**.
- Spearheaded the **implementation of Scrum methodologies**, boosting project delivery efficiency by **20%**.
- Managed **end-to-end project lifecycle**, including **requirement gathering, backlog refinement, sprint planning, and stakeholder communication**.
- Successfully transitioned **project management workflows** from legacy tools to **Jira and Confluence**, enhancing project visibility and team productivity.
- Drove **cross-functional collaboration** among developers, QA engineers, and business analysts, ensuring seamless execution of project milestones.
- Designed and implemented **custom dashboards and reporting structures**, improving data-driven decision-making.

Infogium Solution

Assistant Project Coordinator (May 2022 – Aug 2022)

- Managed **project documentation, workflows, and client coordination**.
 - Supported cross-functional teams in executing project milestones efficiently.
 - Ensured effective **risk management and mitigation strategies**.
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Education

- **B.Tech in Biotechnology** – Amity University, Lucknow (2018-2022)
 - **Intermediate** – City Montessori School, Lucknow
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Certifications

- **Professional Scrum Master (PSM I) – Scrum.org**
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Key Skills

- **Agile & Scrum Leadership** (Scrum, Kanban, SAFe, Waterfall)
 - **CRM Administration** (Salesforce, HubSpot, Zoho)
 - **Strategic Engagement & Account Management**
 - **Project Governance & Financial Planning**
 - **Risk Mitigation & Change Management**
 - **Stakeholder Negotiation & Communication**
 - **Data Analysis & Reporting** (Google Sheets, Looker Studio)
 - **Project Tools: Jira, Trello, ClickUp, Confluence**
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