

YAMINI NAGAYCH

Experienced IT Project Coordinator

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NOIDA

TO WORK IN AN ORGANIZATION WHERE I CAN USE MY SKILLS TO CONTRIBUTE IN GROWTH OF ORGANIZATION AND SIMULTANEOUSLY GROWING MY SKILLS.

I'M A GREAT TEAM PLAYER,AND I REALLY FEEL LIKE THAT'S ONE SKILL THAT REALLY SETS ME APART FROM OTHER PROJECT MANAGERS.WHATEVER TEAM I MIGHT BE MANAGING,I'M VERY EFFECTIVE AT GETTING MY TEAMMATES TO BE AT THEIR A-GAME WITHOUT HAVING TO PUSH THEM OR BE TOO MICRO-MANAGING.

EXPERIENCE

Business Development Associate 09/2022 - 04/2023

Exotic Learning DELHI

EXOTIC LEARNING WORK TOWARDS BUILDING A COMMUNITY OF SMART LEARNERS,WHO FROM THEIR EARLY YEARS HAVE A STRONG UNDERSTANDING OF CONCEPTS OF DEVELOPING FUTURE.BEING A COMPANION FOR EVERY LEARNER AND ANYWHERE IN THE WORLD IS WHAT DRIVES US TO DELIVER,EXCEL,AND GROW.

- MAINTAIN A GOOD PERFORMANCE REPORT.
- SELLING TO NEW AND GIVEN LEADS
- DEVELOP AND IMPLEMENT OVER RESEARCHING OUTBOUND SALES AND BUSINESS DEVELOPMENT STRATEGY,SALES.

Technical Support Engineer 05/2023 - 07/2023

AKOM TECHNOLOGIES PVT LTD DELHI

A RECOGNIZED FIRM ENGAGED IN THE MANUFACTURING AND TRADING OF CONFERENCE PHONE AND HEADPHONE ETC. ITS EXTENSIVE PRODUCT RANGE IS KNOWN FOR THE CONSISTENT PERFORMANCE,LONGER OPERATIONAL LIFE AND USER-FRIENDLY NATURE.

PRODUCTS - GSM VOIP GATEWAYS,CASQ FXS FXO VOIP GATEWAY,CASQ USB VOICE LOGGER,HEADSET ACCESSORIES,CASQ USB HEADSET,CASQ TELEPHONE DIAL PAD ETC.

- GENERATE NEW TICKET,DIAGNOSE,TROUBLESHOOTING AND RESOLVE CUSTOMER ISSUE IN AN ACCURATE AND TIMELY MANNER.RESPONSIBLE FOR WORKING WITH DIFFERENT SYSTEMS.
- FOLLOW STANDARD PROCEDURES TO ESCALATE UNRESOLVED ISSUES TO APPROPRIATE INTERNAL DEPARTMENTS.
- FEEDBACK TO CUSTOMERS.ENSURE PROPER RECORDING AND CLOSURE OF ALL ISSUES .PREPARE ACCURATE AND TIMELY REPORTS.
- Which of your achievements match the job you're applying to?



ACHIEVEMENTS

- ◆ ATTENDED NSS CAMP AND WORK WITH TEAM TO PERFORM TASKS PROVIDED DURING TRAINING.WON BADMINTON COMPETITION ON BEHALF OF COLLEGE. THAT FEELING OF SERVING THE NATION AND ITS PEOPLE IS SATISFYING.

SKILLS

CORE JAVA · JAVASCRIPT · HTML · CSS · PHP

ENGLISH HINDI

Language Native

PASSIONS

- ◆ TO BECOME A SUCCESSFUL PROJECT MANAGER

EXPERIENCE

CUSTOMER SUCCESS TEAM QA & BA 08/2023 - 11/2023
[DREAMSOL TELESOLUTIONS PVT LTD](#) NOIDA

PRODUCTIVITY MANAGEMENT APPLICATIONS FOR HEALTHCARE & MSME

- MANAGING THE SMOOTH PROJECT IMPLEMENTATION LIFE CYCLE I.E. PLAN PROJECT STAGES AND ASSESS THE BUSINESS IMPLICATIONS FOR EACH ONE .MONITOR PROGRESS AND MAKE SURE COSTS,TIMESCALE & QUALITY STANDARDS ARE MET AND ADJUST PLANS TO CATER FOR UNFORESEEN CIRCUMSTANCES(IF REQUIRED).
- HANDLING SOPHISTICATED CORPORATE CLIENT,SMOOTH ROLE OUT AND TAKING THE SIGN OFF.
- BRIDGE THE GAP BETWEEN BUSINESS LEADS AND DEVELOPMENT TEAM BY AN EFFECTIVE LIASION FOR TIMELY DEMO/POC WITH THE POTENTIAL CLIENTS.
- BUSINESS ANALYST ROLE I.E. GATHERING OF CUSTOMISE CHANGE REQUEST (CR) REQUIREMENTS FROM CLIENTS HANDLING DRAFTING IT TO CREATE BLUEPRINTS FOR DEVELOPMENT TEAM.
- TAKING OWNERSHIP OF EXISTING PRODUCT & PRODUCT FLOWS TO WORK TOWARDS IMPROVISING THE SAME INNOVATIVELY.
- MANAGING THE TRACKERS FOR THE OVERALL DEVELOPMENT TEAM WITH THE TIMELINES OF VARIOUS IN PIPELINE IN ACCORDANCE TO THE SALES REQUIREMENTS FOR THE MANAGEMENT REVIEW.
- COLLABORATE AND DEVELOP A WEB OR MOBILE APPLICATION STRATEGY THAT ENCOMPASSES THE GOALS OF A CLIENT.
- GUIDING THE TEAM IN REQUIREMENT CLOSURES,DESIGN,DEVELOPMENT & VERIFICATION/VALIDATION TASK.
- PUBLISHING STATUS REPORT WITH MATRIX TO INTERNAL AND EXTERNAL STAKEHOLDERS.
- APPLICATIONS - PDM(PATIENT DELIGHT MANAGEMENT),HDM(HELP DESK MANAGEMENT),LEAD MAGNET,SALES FORCE APPLICATION,ASSET MANAGEMENT.

PROJECT COORDINATOR (DESIGN & DEVELOPMENT) 12/2023 - Present
[GTF Technologies](#) NOIDA

DIGITAL MEDIA PLANNING

- END TO END PROJECT EXECUTION COVERING THE ENTIRE PROJECT LIFE CYCLE.
- MANAGING AND LEADING THE PROJECT TEAM WHICH INCLUDES DESIGNING TEAM,DEVELOPMENT TEAM AND TESTING TEAM.
- MANAGING PROJECT ESCALATION AND CHANGES IN SCOPE.
- MONITOR AND REPORT THE OVERALL PROGRESS AND EFFECTIVELY MANAGE PEOPLE UTILIZATION;TAKE CORRECTIVE ACTION/STEPS WHENEVER NECESSARY.
- CONDUCT DAILY STAND-UP CALLS WITH INTERNAL AND CLIENT STAKEHOLDERS AS NEEDED.

EDUCATION

CLASS XII PCM 2015
[GYANASTHALI PUBLIC SCHOOL](#)

BACHELOR OF COMPUTER APPLICATIONS 2015 - 2018
[Banasthali University](#)

MASTER OF COMPUTER APPLICATION 2018 - 2020
[SAGAR INSTITUTE OF RESEARCH AND TECHNOLOGY](#)