

YAMINI NAGAYCH

Experienced IT Project Coordinator

📞 7007227947 @ yamminagayach17@gmail.com
https://www.linkedin.com/in/yamini-nagayach-58b0a0255?
utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=ios_app
📍 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