

Curriculum Vitae

Anuj Kumar

(Add: Sector-11 C-Block, Pratap Vihar, Ghaziabad 201009)

Mob: +91-9069520015

Email: anuj.kumar2609@gmail.com

More than 6 years of overall experience in the corporate sector, including 3+ years as a Project Coordinator, with a strong focus on website support, client communication, and project documentation. Proven track record of managing daily support operations, ensuring SLA compliance, and coordinating effectively between internal teams and clients to drive project success.

Previously served as a Support Executive, gaining valuable hands-on experience in website maintenance, troubleshooting, and issue resolution.

HIGHLIGHTED SKILLS

- Project Coordination & Team Collaboration
- Client Communication & Issue Resolution
- Ticket Management (Jira)
- Project Documentation & Reporting
- Change Request Management
- SLA Monitoring & Risk Escalation
- Basic SQL & Data Tracking
- Website CMS Support & QA Testing
- Resource allocation management

PROFESSIONAL EXPERIENCE

InfoAxon Technologies	Project Coordinator	Nov, 2021 To Present
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Key Responsibilities

- Ticket Management (JIRA)
- Monitor and prioritize tickets daily.
 - Coordinate timely assignment of tickets to developers and DB team.
 - Track SLA compliance.

Client Communication

- Update clients on ticket progress and resolution status.
- Act as a bridge between the client and the internal team.
- Maintain professionalism during escalations.
- Attend conferences and training as required to maintain proficiency.

Team Coordination

- Daily scrum call with Production support team just to Review the day's goals and deliverables, etc.
- Ensure resources are available and aware of their tasks.
- Help manage workloads and task distribution.
- Share meeting notes, action items, and follow-ups.

Reporting & Documentation

- Work closely with the delivery head for planning projects and preparing documents.
- Maintain records of issues, resolutions, and CRs.
- Create weekly/monthly ticket status reports.
- Prepare documentation for recurring issues and known fixes (As per needed).

Process Improvement Support

- Identify bottlenecks or repetitive issues and recommend improvements.
- Working with cross-functional teams to design and propose process improvements.
- Gathering feedback from team members and stakeholders about pain points or areas of concern.

Meeting Management

- Organized and facilitated weekly project meetings with cross-functional teams, ensuring clear communication of project updates, timelines, and action items.
- Schedule and facilitate internal/external status meetings.

Keep meeting agendas, MOMs (Minutes of Meeting), and trackers updated.

InfoAxon Technologies	Helpdesk - Executive	Jan, 2019 To Nov, 2021
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Key Responsibilities

- Coordination with all 390+ Hyundai dealers for providing the support to their websites in PAN India.
- Coordination with the client & internal team to discuss dealer's feedback with regards to improving the site structure and UI.
- Project Coordination with the Internal technical team to fix the bug, issues on the dealer's site.
- Understand the Dealers requirement on various platforms.
- Encouraged dealers to use the website to drive the sales through online marketing.

Currently Managing and Coordinating Three Key Projects Simultaneously

1.	Mahindra Insurance Broker Ltd. – MIBL
2.	Hyundai Motor India Ltd. – HMIL
3.	IONIQ5 Microsite Support - HMIL

CERTIFICATIONS

1.	Project Coordinator Assessment from LEARN TUBE
2.	Oracle SQL Certified from Intellipaat
3.	Get started querying with Transact-SQL from Microsoft

QUALIFICATIONS

MBA	2017 - 2019	AKTU	Lucknow
B.COM	2013 - 2016	CCSU	Ghaziabad
HSC	2012 - 2013	UP Board	Ghaziabad
SSC	2010 - 2011	UP Board	Ghaziabad

PERSONAL DETAILS

DOB	26th - Sep - 1996
Father's Name	Mr. Ramsewak
Birth Place	Ghaziabad
Nationality	Indian
Language Knows	Hindi & English