

Mohd Tuba

IT Project Coordinator

Contact

Address

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Phone

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Skills

- Project evaluation
- Critical Thinking
- Team Leadership
- Stakeholder relationship management
- Strategic Planning
- Relationship Building
- Quality Assurance
- Risk Analysis and Management
- Project Management
- Training and Development
- Scope Management
- Asana Expertise
- Asana project tracking
- Advanced Asana Knowledge
- Project scheduling
- Software development life cycle

Accomplished IT Project Coordinator with a proven track record at Vcare Call Centers India (P) Ltd., excelling in project management and stakeholder relationship management. Spearheaded over 300 projects, enhancing process efficiencies and client satisfaction. Expert in Asana and adept at leading cross-functional teams, significantly improving project delivery and quality assurance outcomes.

Work History

2019-07 -
Current

IT Project Coordinator

Vcare IT Solutions, Noida, India

- Supervised 300 projects from project start through delivery by prioritizing needs and delegating assignments.
- Coordinated cross-functional teams (developers, testers, DB team, etc.) to ensure seamless handoffs between departments during the implementation process.
- Utilized project management tools such as Asana to effectively track progress and meet deadlines consistently.
- Managed multiple IT projects simultaneously, prioritizing tasks based on urgency and potential impact on the organization's goals.
- Conducted regular risk assessments throughout each phase of the project cycle, proactively mitigating potential issues before they became critical roadblocks.
- Ensured data privacy compliance by thoroughly reviewing projects for potential risks related to sensitive information storage or transmission.
- Implemented quality control measures ensuring deliverables met or exceeded client expectations while adhering to budget constraints.
- Streamlined project implementation processes by identifying inefficiencies and recommending improvements.
- Completed post-implementation reviews to identify areas for improvement in future projects, leading to continuous process enhancements.
- Established strong relationships with clients, fostering collaboration and trust throughout the

Personal Details

Date of Birth: 27/07/1990

Nationality: Indian

Marital Status: Single

Gender: Male

2015-08 -
2019-01

- life cycle of the project.
- Implemented agile methodologies to increase adaptability and responsiveness to changing requirements.
- Enhanced communication between stakeholders by holding regular progress update meetings and sharing detailed reports.
- Leveraged technical expertise in troubleshooting and resolving implementation challenges, ensuring minimal disruption to project timelines.
- Kept projects on schedule by managing deadlines and adjusting workflows.
- Maintained open communication by presenting regular updates on project status to customers.
- Scheduled and facilitated meetings between project stakeholders to discuss deliverables, schedules, and conflicts.
- Improved posture and alignment for clients with customized asana sequences to address individual needs.
- Trained personnel on use of IT tools and applications.

Senior Operations Coordinator

Hi3 Technologies, Gurgaon, India

- Exceeded performance targets consistently, earning recognition as top performer within department.
- Collaborated with cross-functional teams to address complex customer inquiries, resulting in timely solutions.
- Mentored junior team of 25 members, improving overall team performance and cohesiveness.
- Leveraged CRM systems to effectively track client interactions and maintain accurate records of communication history.
- Managed diverse range of escalated cases, ensuring resolution according to company guidelines and policies.
- Played integral role in cross-departmental projects aimed at enhancing overall client experience.
- Assisted management in developing new procedures for case escalation, reducing resolution times significantly.

- Reduced response time with thorough knowledge of company products and services.

Education

2008-04 - 2010-05	Some College (No Degree): Science Education <i>R.R.K Senior Secondary School - Moradabad, India</i>
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Accomplishments

- Supervised a team of 30 staff members.
- Resolved the product issue through consumer testing.

Certifications

2024-07	PMP Basics
2024-07	Digital Transformation