YAMINI NAGAYACH

Experienced IT Project Coordinator

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Delhi

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-FRIENDLYNATURE.
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.

ACHIEVEMENTS

- ATTENDED NSS CAMP AND WORK WITH TEAM TO PERFORM TASKS PROVIDED DURING TRAINING.WON BADMINTON COMPETITION ON BEHALF OF COLLEGE.

SKILLS

COREJAVAJAVASCRIPT HTML

CSS PHP

ENGLISHHINDI

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

- 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).
- HANDLINGSOPHISTICATEDCORPORATECLIENT, SMOOTH ROLE OUT AND TAKING THE SIGN OFF.
- BRIDGE THE GAP BETWEEN BUSINESS LEADS AND DEVELOMENT 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 G PRODUCT FLOWS TO WORK TOWARDS IMPROVISING THE SAME INNOVATIVELY.
- MANAGINGTHETRACKERSFORTHEOVERALLDEVELOPMENTTEAMWITH THE TIMELINES OF VARIOUS IN PIPELINE IN ACCORDANCE TO THE SALES REQUIREMENTS FOR THE MANAGEMENT REVIEW.
- COLLABORATEANDDEVELOPAWEBORMOBILEAPPLICATIONSTRATEGY THAT ENCOMPASSES THE GOALS OF A CLIENT.
- GUIDING THE TEAM IN REQUIREMENT CLOSURES,DESIGN, DEVELOPMENT & VERIFICATION/VALIDATIONTASK.
- PUBLISHINGSTATUSREPORTWITHMATRIXTOINTERNALANDEXTERNAL STAKEHOLDERS.
- APPLICATIONS-PDM(PATIENT DELIGHT MANAGEMENT),HDM(HELPDESK MANAGEMENT),LEAD MAGNET,SALES FORCE APPLICATION,ASSET MANAGEMENT.

PROJECT COORDINATOR (DESIGN & DEVELOPMENT)   12/2023-3/2024

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.

PROJECT COORDINATOR   4/2024-Present

BSES RAJDHANI POWER LIMITED   DELHI

PROJECT PLANNING AND EXECUTION

- COLLABORATE WITH PROJECT MANAGERS TO OUTLINE PROJECT SCOPE, OBJECTIVES, TIMELINES AND DELIVERABLES.
- COORDINATE THE ASSIGNMENT OF TASKS AND RESOURCES TO TEAM MEMBERS, ENSURING EFFICIENT UTILIZATION.

SCHEDULING AND MONITIORING

- DEVELOP DETAILED PROJECT TIMELINES, INCLUDING MILESTONES AND DEADLINES.
- MONITOR PROJECT ACTIVITES TO ENSURE THE SCHEDULES. PROVIDE REGULAR STATUS REPORTS TO STAKEHOLDERS, HIGHLIGHTING ALL PROGRESS.

DOCUMENTATION AND REPORTING
- MAINTAIN ALL PROJECT-REALTED DOCUMENTS, SUCH AS PLANS,
- REPORTS AND MEETING MINUTES , ARE UP-TO-DATE AND ACCESSIBLE.
- PREPARE REGULAR REPORTS ON PROJECT STATUS, RISKS AND PERFORMANCE METRICS.

BUDGET AND RESOURCE MANAGEMENT
- SUPPORT THE DEVELOPMENT AND MONITORING OF PROJECT BUDGETS.
- MONITOR PROJECT EXPENDITURES TO ENSURE ALIGNMENT WITH THE BUDGET.

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