



AVNI NIRWAN

PROJECT MANAGER

MOBILE

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EMAIL

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LOCATION

New Delhi, INDIA

EXPERIENCE

3 Years 0 Month



PROFILE SUMMARY

Highly skilled and results-driven Project Coordinator with 3+ years of experience seeking a challenging position to leverage my expertise in overseeing and delivering successful projects. Possessing strong leadership abilities, excellent communication skills, and a proven track record of meeting deadlines, budgets, and quality standards. Committed to driving project success and exceeding client expectations through effective planning, coordination, and execution.

KEY SKILLS

- Commerce
- English
- Management
- Business Analysis
- Project Management
- Project Coordination
- Time Management
- Resource Management
- Communication Skills
- Client Relationship

WORK EXPERIENCE

Project Manager

Offlens Designs

Aug 2024 - Present

- **Managed the full project lifecycle**, from initial client interaction on Upwork to project closure, ensuring seamless communication and timely delivery.
- **Led client acquisition and onboarding processes** through effective communication and personalized solutions, resulting in high client satisfaction and repeat business.
- **Collaborated with cross-functional design teams** to initiate, plan, and execute website and app design projects, meeting deadlines and quality standards.
- **Addressed client queries and concerns promptly**, providing proactive solutions and maintaining positive client relationships throughout the project.
- **Oversaw internal project documentation**, ensuring accuracy and compliance with company standards for efficient project tracking and reporting.
- **Monitored project progress**, identified risks, and implemented corrective actions to ensure project objectives were met on time and within budget.
- **Streamlined communication between clients and design teams**, fostering transparency and clarity in project deliverables and timelines.
- **Consistently achieved client satisfaction ratings** by aligning project outcomes with client expectations and delivering exceptional customer service.
- **Utilised project management tools** such as JIRA and Trello to effectively allocate tasks, track progress, and ensure timely completion by the design team.

Project Coordinator

Management

- Machine Learning
- Quality Analysis
- Sales
- Customer Service Management
- JIRA Tool
- Asana
- Risk Analysis
- Upselling
- Cross Selling
- Delivery Management
- MS Office
- Trello
- FRD
- WBS

LANGUAGES

English
Hindi

Nickelfox Technologies

Aug 2023 - Aug 2024

- Managing and Delivering projects in multiple domains like Healthcare, B2B and B2C portals, Dating Apps, hospitality apps, AI driven apps etc. Led and managed end-to-end project lifecycle, including initiation, planning, execution, monitoring, and closure.
- Developed comprehensive project plans, defining project goals, objectives, deliverables, timelines, and resource requirements.
- Conducted risk assessments, identified potential issues, and implemented proactive measures to mitigate risks and ensure smooth project execution.
- Collaborated closely with stakeholders to gather requirements, manage expectations and ensure alignment with project objectives.
- Monitored project progress, tracked key performance indicators, and prepared regular status reports for senior management.
- Managed project budgets, controlled costs, and allocated resources efficiently to optimize project outcomes.
- Facilitated effective communication and collaboration among project team members, ensuring clarity of roles and responsibilities.
- Successfully delivered projects within scope, schedule, and budget, while meeting or exceeding quality standards.
- Conducted post-project evaluations to identify lessons learned and implement continuous improvement initiatives.

Project Manager

Archnix Pvt Ltd

Jun 2022 - Aug 2023

- Managed changes to the project scope, time and cost. Facilitated change impact assessment, develop, and implement the change management plan.
- Partner with business leaders across the organization to lead projects and deliver well defined business outcomes.
- Drive all types of changes into the business, considering processes, systems, people.
- Drive changes and aligning ISO practices across the organization.
- Handling customer questions, inquiries, and complaints.
- Provide project management support and drive initiatives with a structured project delivery framework and process improvement approach.
- Manage business & process requirements analysis and defined the set of strategic, core and support processes.
- Act as trusted advisors to CEO; share best practices across Archnix to improve the quality of the product.
- Facilitate collaboration with partners in the Product, Customer Success, Marketing, and People teams.
- Focusing on customer satisfaction.
- Contribute to Delivery Best Practices Definition, Best Practice Communication.
- Manage day-to-day project activities, facilitate risks and issues.
- Managed stakeholder communication plan.
- Facilitate process design workshops conduct process gap analysis, define

process measures.

Business Analyst and Quality Analyst

SDS Software

Jan 2022 - Jun 2022

- Proficiently assisted with project planning, including task assignment, resource allocation, and timeline development.
- Coordinated project tasks, ensuring alignment with project goals, and facilitating effective communication among team members.
- Maintained and organised project documentation, including project plans, meeting minutes, and status reports.
- Experienced in acting as a liaison between project teams and stakeholders, fostering collaboration and ensuring clear communication channels.
- Tracked project timelines, monitor milestones, and identify potential delays, ensuring projects stay on schedule.
- Provided administrative support, managing calendars, scheduling meetings, and handling other organizational tasks to streamline project.
- Identified and addressed project issues promptly, working collaboratively to find solutions and mitigate risks.
- Ensured project deliverables meet quality standards and align with project specifications.
- Demonstrated ability to collaborate with cross-functional teams, fostering a cohesive work environment and contributing to successful project outcomes.

EDUCATION

M.Com - Commerce

2022

University of Delhi, Delhi

Grade - Pass

B.Com - Commerce

2016

Delhi University Hindu College

12th

2013

CBSE, English

Marks - 93%