

Aishwarya Mathur

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SUMMARY

Results-driven Project Manager (PMP, CSM) with 2+ years of experience spearheading complex technology and SaaS projects to enhance operational efficiency and drive revenue growth. Proven track record of delivering 98% of projects on time by expertly managing cross-functional teams, mitigating critical risks, and aligning C-level stakeholders on strategic objectives.

PROFESSIONAL EXPERIENCE

Kloudrac Softwares Pvt. Ltd

June'25-Present

Project & Account Management

- Directed 10+ end-to-end **Salesforce implementation** projects using **Agile methodologies**, achieving a **98% on-time delivery rate**.
- Translated complex business requirements into detailed **project plans** and scalable solutions with **5+ cross-functional teams**.
- Led mitigation of 5+ high-impact risks, improving project stability and ensuring continuous on-schedule delivery.

Stakeholder & Client Relations

- Engaged and aligned 15+ **C-level and senior stakeholders** on Salesforce solution strategy, scope, roadmap, and business objectives.
- Managed key enterprise accounts to drive **60% repeat** business through strong **relationship management** and value delivery
- Coordinated with sales, engineering, QA, and delivery teams to ensure a **95% seamless handoff**, improving **project flow** and satisfaction.

Act21 Software (Pvt) Ltd

June'24-June'25

Program Delivery & Governance

- Directed **10+ SaaS product implementation** projects to **optimize scope, timelines**, and resource efficiency
- Built and executed **5+ project roadmaps**, governance frameworks, and release plans to enhance **delivery consistency**
- Implemented project governance using dashboards, **KPIs**, **milestone** reporting, and **risk tracking** to improve visibility

Change Management & Performance Optimization

- Led **5+ enterprise-wide** change management initiatives to enable smooth **SaaS adoption** across departments.
- Conducted **performance monitoring** and **KPI analysis** to drive process optimization and continuous improvement

NatWest Group | Data Analyst | Intern

May'23-July'23

- Audited **30+ transactions** using **SQL and Excel** to identify churn drivers and revenue leakage, discovering **₹6.5 Lakh** recoverable revenue.
- Collaborated with product and marketing teams to implement **data-driven improvements** that achieved a **9% increase** in conversion rates.
- Engineered **50+ BI reports** utilizing advanced SQL scripting, automating manual processes and reducing **data analysis time by 35%**.
- Developed **10+ Tableau dashboards** mapping customer journeys and marketing performance to enable data-driven **decisions boosting ROI by 22%**.
- Drove **5+ cross-functional optimization** initiatives that reduced user **churn by 18% through** improved onboarding and engagement flows.

CloudForge Solutions | Project Management | Intern

Aug'23-Sep'23

- Supported **Project Managers** in developing comprehensive **project plans**, defining scope, objectives, and deliverables for client marketing campaigns
- Tracked project progress **against KPIs and budgets** using Smartsheet to support client review meetings
- Directed **data analysis** efforts to monitor KPIs and ensure **strategic alignment** with organizational goals
- Spearheaded a centralized triage system that cut resolution **time by 25%** and boosted departmental **throughput by 15%**.
- Assisted in preparing **client-facing** status reports and **presentations highlighting** project health and milestones
- Maintained and organized all **project-related** files and documentation on SharePoint for easy team access.

AI Personal Stylist & Wardrobe Intelligence App | Project

Jan 2024 – May 2024

- Led development of an **AI stylist app** that boosted recommendation accuracy by 23% through **ML models** and user-behavior insights.
- Developed a wardrobe engine that scanned and categorized clothing to generate coordinated outfit suggestions, improving accuracy by 23%.
- Designed UX flows and tested the prototype with 25+ users to refine styling logic, reduce mismatches, and enhance overall user experience.
- Integrated weather APIs, event tags, and user mood indicators to personalize daily outfit suggestions and increase engagement.
- Created a data dashboard to track **user behavior**, outfit trends, and model accuracy for **data-driven improvements**.

CORE COMPETENCIES

- Project Management:** Agile & Scrum, Waterfall, Hybrid, Program Management, Strategic Planning, Risk Mitigation, Scope Management, Budgeting & Forecasting, Delivery Excellence.
- Business Leadership:** Business Transformation, Change Management, Go-to-Market (GTM) Strategy, Process Improvement, Cross-Functional Leadership, Stakeholder Alignment.
- Technical & Analytical:** Data Analysis, KPI Tracking, A/B Testing, SQL, Tableau, Google Analytics 4 (GA4), JIRA, Confluence, MS Project, Salesforce CRM, HubSpot.

CERTIFICATIONS

- Project Management Professional (PMP)- Applied PMP methodologies to streamline workflows and **improve alignment by 20%+**
- Certified Associate in Project Management - Led planning initiatives using **CAPM frameworks** to improve schedule accuracy and **reduce delays by 15%**
- Certified ScrumMaster - Facilitated Agile ceremonies to boost sprint **predictability by 25%** and accelerate team delivery cycles.
- Google Project Management Certification - Utilized **Google PM tools** to optimize project tracking and **boost efficiency by 20%**

EDUCATION

- MBA | IIT Roorkee | 2022-2024
- B.Tech | HBTI | 2017-2021