

# Ashwini Kaling Markal

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## **Professional Summary**

Dedicated and results-driven Project Manager with more than 4 years of experience in effectively coordinating and managing projects within diverse industries. Adept at overseeing all aspects of project lifecycle, from inception to completion, ensuring on-time and within-budget delivery. Skilled in stakeholder communication and team collaboration to achieve project goals. Seeking to leverage expertise and leadership skills to contribute to the success of your organization.

**Skills:** Resource staffing, Strategic planning, Cross functional team leadership, Decision making and Problem solving, budgeting and cost control, Negotiation skills and Documentation. Translation & Localization Process Optimization, Vendor & Stakeholder Management, Quality Assurance & Testing, Multicultural Communication, Global Market Strategy, Risk Management & Mitigation, Data Sourcing and Multilingual team coordination.

**Tools:** Ms. Project management, Outlook, Power BI dashboard, Ms. (Word, Excel and PPT), SDL trados, Memo Q offline Trados, Prabhadhak, PMS and CMS, Saksham and Finacle.

## ***Working Experience***

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### **Crystal Hues Limited form Bangalore [India]**

#### **Assistant Delivery Manager**

**(June 2025 – Sept 2025)**

- Supported end to end process for data sourcing and multilingual staffing projects.
- Ensuring a timely delivery of all the projects with quality.
- Led a team of 5 project managers including vendor manager and resulted in a 5% increase in resource utilization.
- Reduced project delivery timelines by 10% through process optimization and workflow automation.
- Delivered a key project of Infosys which led to a 2% increase in annual revenue.

#### **Project Manager**

**(August 2023 – June 2025)**

- Led end-to-end management of over 1200 localization projects for telecom, marketing, medical, IT, technical and legal ensuring on-time and within-budget delivery.
- Managed project budgets exceeding 1crore, consistently delivering on time and within budget. Identify and manage project risks. Work with a team to identify and institute mitigation plans.
- Worked closely with marketing teams to align localization efforts with project goals and market requirements.
- Utilized translation management systems (TMS) and computer-assisted translation (CAT) tools to streamline workflows and enhance productivity.
- Supervise, manage & lead team members under their command such that projects are executed timely. Tackle & overcome problems in the execution of projects ensuring high quality delivery of services.
- Create daily, weekly and monthly reports for the reporting managers and developed detailed project plans, tracked progress, and managed budgets and Delivered projects on time and within budgets.

## **Project Coordinator**

**July 2021- July 2023**

- Assisted in the coordination of localization projects, including scheduling, resource allocation, and communication with vendors and internal teams.
- Maintained project documentation, including scope, timelines, and budgets, to support effective project tracking and reporting.
- Addressed and resolved localization-related issues and provided solutions to ensure project success.
- Enhanced vendor performance by providing detailed feedback and establishing clear quality expectations.

## **Axis Bank**

**(Nov 2019- April 2021)**

### **Assistant Manager (Customer service officer and Branch Teller)**

- Building customer relationships by handling customer queries and day-to-day bank operations.
- Maintaining a customer database and update periodically.
- Delivered exceptional customer service by addressing inquiries, resolving complaints, and providing information about banking products and services.
- Managed daily operations of customer service and teller functions, ensuring efficient service delivery and adherence to banking regulations.
- Conducted regular audits and reconciliations to maintain accuracy in cash handling and transaction processing.

## **Activities and Achievements in work**

- Worked on Critical projects and delivered within deadlines.
- Negotiated contracts with vendors, resulting in 20% cost savings.
- Identified project risks proactively and implemented mitigation strategies that minimized potential disruptions.

## **Certificate**

- Project Management Foundations by Linked In Learning
- Lean Six Sigma Foundations by Linked In Learning
- Generative Ai Overview of Project Managers by PMI
- Six Sigma Green belt by Linked In Learning

## **Academic Record**

**M.B.A:** Master in Business Administration from KLE Technology University (2017-19)

**B.B.A:** Bachelor of Business Administration from SJMVS B.B.A College for Women (2014-17)

## **Academic Projects**

### **MBA:**

- **Internship Project “Factors Influencing Customer Satisfaction Regarding Service Quality Integrating Kano Model at Kamat Yatrivas, Dharwad.**
- **Dissertation Project “Strategic Management Tools on Hotel Industry”.**

## **Declaration: -**

I hereby declare that the above-mentioned details are true and correct to the best of my knowledge.

Date: 22/10/2025

Place: Hubli

Ashwini Markal