

Neha Bhardwaj

Mobile: (+91) 9999 451 639

Email: bhardwajneha_86@yahoo.com

Address: 19, Sanjay Park, Near Airport Road, Pune 411032, Maharashtra

JOB OBJECTIVE

Project Coordinator, seeking a challenging role in an organization of repute to leverage my Client and Account management, Team Management, Production, Quality, and Finance Management skills in line with the organizational growth plan.

PROFILE SUMMARY

- Over a decade of experience encompassing Team management, Client Management, Project Management, Project Implementation, Quality Management, Operations Management, and Delivery Support across different sectors.
- Techno-functional professional with experience in evaluating end to end requirements, information systems management, custom designing solutions based on client requirements, coordinating the integration with cross-functional modules, resolving client queries, and managing financial and reporting aspects on accounts.
- Adept in handling client and linguist interactions for requirement gathering, prioritization, creating the business environment, analyzing information system needs, modeling, validating & developing scorecards.
- Decisive problem solver able to handle high pressure and competitive environment with strict deadlines and multiple deliverables, always keep abreast with the advancements in the field of Project Management and reporting
- An effective communicator with strong interpersonal, negotiation, mentoring, analytical, and leadership skills.
- Report management pertaining to the financial, reporting and productivity matrices for effective account and client management.

CORE COMPETENCIES

- *Team Management*
- *Project Management*
- *Report Management*
- *Inter-departmental Training*
- *Finance Management*
- *Project Implementation*
- *Client Management*
- *New Hire Training*
- *Report Generation*
- *Project Analysis & Planning*
- *Budgeting & Costing*

WORK EXPERIENCE

TheBigword India, Shivaji Nagar, Pune

Senior Project Coordinator | Translation Operations Managing localization. March 2021 – Aug 2024

Responsibilities:

- Leading overall operations for the Dutch OM within Translation Operations services.
- Managing team with liability for client and account management. Responsible for revenue generation, meeting revenue targets, team management and growth
- Run, maintain, and analyze reports showcasing financial aspects, revenue and profitability for business growth and expansion.
- Working with a team of professional project managers based in India and The Netherland, aiming to deliver quality services with respect to development and language needs of the client.

- Plan for resources based on volume projection and current available head count and allocate responsibilities.
- Manage complete project life cycle from Project Quotation to Post client feedback and delivery.
- Leading cross-functional teams to achieve project objectives and effective communication among team members. Over 90% productivity month on month in terms of project sourcing.
- Developed and implemented project plans, defining project scope, deliverables, timelines, and resource requirements. 100% projects delivered on or before time specified by the client
- Responsible for delivering projects as per clients' expectations, achieving target levels of profitability, improving processes, and identifying opportunities to improve the projects.
- Meticulously manage client reports for the ongoing projects including budget, timeline, and query management based on productivity & quality.
- Regularly communicated project status, milestones, and risks to stakeholders and clients, building strong and trustful relationships.
- Managing day-to-day team operations. Identifying skill gaps of team and conducting training.
- Monitor project progress and identify potential risks, implementing mitigation strategies to ensure project success. 90% + revenue target achieved month on month.
- Creating learning material for future reference based on daily learning, quality feedback and experience being the pilot batch.
- Delivering final deliverables and organizing QA feedback/inputs at all stages of the project.

Accolades:

- TBW Elite Award for Excellence in 2022, 2023 & 2024 for excellent Project Management.
-

Euro Kids, Pune

Educator |

August 2018 – January 2020

Responsibilities:

- Successfully established a pre-school from inception to completion.
 - Created detailed reports on teacher and student performance.
 - Trained teachers and staff according to Euro Kids guidelines
 - Managed daily administration and the entire team at the institution.
 - Handled admissions and financial management.
 - Executed promotional activities both inside the school and other locations.
 - Demonstrated ability to be detail oriented, and ensure work done is of high quality by sharing knowledge, and trends with teachers.
-

Tech Mahindra, Pune

Customer Care Executive

November 2017 – June 2018

Responsibilities:

- Developed refresher plans for the team based on quality feedback.
 - Successfully retained customers by addressing their concerns.
 - Calculated and quoted monthly charges, adjustments, and balances to customers.
 - Resolved customer concerns to ensure high customer satisfaction.
-

The Hospitality People, Delhi

Entrepreneur

2013 – 2015

Responsibilities:

- Organized Conferences, Seminars, Corporate off-sites and Executive meeting, for Multi-National Companies, NGO's etc..
 - Responsible for organizing:
 - Transportation -Delegate accommodation
 - Venue sourcing & booking as per client requirement.
 - Engagement of guest speakers and facilitators
 - Management of all audio-visual needs
-

Convergys, Delhi

Universal Trainer

2010 – 2013

Responsibilities:

- Conducted training sessions for new hires to familiarize them with processes, products, and tools.
 - Assisted associates during transitions by providing timely feedback and support.
 - Managed new product updates and evaluated performance for a specific group of associates.
-

EDUCATIONAL DETAILS

Bachelor of Arts

Himalayan University

2013-2016

Certifications:

- French (A1), YWCA – Delhi
- Hospitality Sales & Marketing, American Hotel & Lodging Association - USA
- Six Sigma White Belt

PERSONAL DETAILS

Date of Birth: 15th May 1986

Languages Known: English, Hindi, & Punjabi