

**NIKITA PRAJAPATI**

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Qualification	Institution	Board / University	Year
B.COM	Himalayan Gharwal University	Uttaranchal University	2020-23
12 <sup>th</sup>	Lucknow Public School	CBSE	2020
10 <sup>th</sup>	Lucknow Public School	CBSE	2018

WORK EXPERIENCE	
<b>IT Project Management Trainee</b> <b>CLOUD SCIENCE LABS</b> (Apr 25- Oct 25)	<ul style="list-style-type: none"><li>Supported <b>business transformation initiatives</b> by coordinating cross-functional teams, streamlining processes, and aligning project goals with organizational strategy.</li><li>Applied <b>Agile/Scrum practices</b> to ensure iterative delivery, daily stand-ups, sprint planning, and tracking of progress through project management tools.</li><li>Facilitated <b>change adoption</b> by engaging stakeholders, preparing documentation, conducting user trainings, and supporting smooth transition to new systems.</li><li>Hands-on experience with <b>project management tools</b> such as JIRA, MS Project, and Excel-based trackers for monitoring deliverables, risks, and dependencies.</li><li>Contributed to <b>complex implementation projects</b> with exposure to compliance, risk assessment, and process improvements relevant to <b>banking and financial domains</b>.</li><li>Collaborated with senior management to ensure projects delivered <b>value, alignment to transformation goals, and measurable benefits</b> for stakeholders.</li><li>Demonstrated ability to work in <b>global transformation environments</b>, managing timelines, reporting progress, and supporting continuous improvement initiatives.</li></ul>
<b>Client Relationship Executive</b> <b>IENERGIZER</b> (May 24-Feb25)	<ul style="list-style-type: none"><li>Handled high-profile client accounts, resolving complex issues and ensuring premium service standards to build lasting relationships.</li><li>Acted as SME by training team members and driving strategies that boosted productivity and met key KPIs.</li></ul>
<b>Client Account Associate</b> <b>TECH MAHINDRA</b> (August'23 - May'24)	<ul style="list-style-type: none"><li>Led high-priority client accounts for Flipkart, resolving critical issues and delivering tailored solutions that boosted performance and strengthened customer satisfaction.</li><li>Established streamlined communication frameworks, improving operational efficiency, reducing response times, and driving measurable gains in client engagement and retention.</li></ul>
PROJECTS - SHORT-TERM/ CASE STUDIES	
<b>Amazon Sales Analysis:</b>	<ul style="list-style-type: none"><li>Conducted in-depth sales analysis using Excel/Google Sheets (pivot tables, advanced formulas, dashboards) to uncover trends in revenue, customer behaviour, and product performance.</li><li>Translated findings into actionable insights that optimized inventory planning, refined pricing strategies, and enhanced overall sales growth and efficiency.</li></ul>
<b>Swiggy Data Analysis :</b>	<ul style="list-style-type: none"><li>Analysed order data in <b>Power BI</b>, creating interactive dashboards to track customer preferences, peak order times, and delivery performance.</li><li>Generated actionable insights that optimized delivery efficiency, improved customer satisfaction, and informed operational strategies.</li></ul>

<b>CERTIFICATIONS &amp; Skills</b>	<ul style="list-style-type: none"><li>• <b>Certifications:</b> Agile &amp; Scrum Fundamentals, Business Analysis Banking &amp; Finance Awareness, Data Analyst</li><li>• <b>Tools &amp; Platforms:</b> Microsoft Office Suite, Excel, Google Sheets, Power BI, SQL, JIRA, Odoo, Salesforce, MS Project, Trello</li><li>• <b>Other Skills:</b> Project Documentation, Stakeholder Communication, Change Adoption Support, PowerPoint Presentations</li></ul>
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<b>Interests/ Hobbies</b>	Resin Art   Calligraphy   Badminton   Cooking
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