

# Rachna Gola

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## Project management

A Project Management professional with 2.5 years of experience in effectively managing a project cycle. Skilled at utilizing Jira and other project management tools to streamline processes and ensure project success on time and within budget, resulting in a 40% increase in revenue by collaborating with cross-functional teams of up to 10 individuals. Applying for Project Management positions to leverage expertise in driving project success and delivering exceptional results.

## WORK EXPERIENCE

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### Senior Associate, Client Success Delivery

Oct 2023 – Present

Brand Muscle India Pvt Ltd • Noida

- Led a team of 10 associates to increase sales by 25% within 6 months, resulting in a revenue increase of \$500,000.
- Spearheaded cross-functional project to streamline operations, reducing costs by 10% and improving efficiency by 20%.
- Used data analysis to identify areas of improvement for the campaign and worked with the graphics team to reduce the template's load time by 30%
- Conducted user research to identify pain points and developed features that led to a 15% increase in user engagement
- Designed and executed a client success metrics program that provided valuable insights into customer behaviors, needs, and engagement levels, resulting in a 15% improvement in customer satisfaction scores.

### Project Coordinator

Aug 2022 – Sep 2023

Rikaian Technology Pvt. Ltd. • Pune

- Led ₹500k project resulting in 20% increase in efficiency, saving company ₹100k annually.
- Increasing profit margin for the organization by securing a 75% price reduction from existing vendors and leading a change management initiative to eliminate the need for third-party supply chain management services.
- Successfully coordinated and completed 5 projects within budget, resulting in a 10% cost savings for the company.
- Reduced vendor management costs by 15% through negotiating more competitive rates and streamlining processes.

### Project Coordinator

Oct 2021 – Jul 2022

98th Percentile • Texas- Remote

- Designed training programs to help educators use the new platform effectively in their classrooms.
- Conducted needs assessments on retention operations and developed strategic plans based on findings
- Developed marketing materials such as videos and info graphics to promote the organization internally and externally.
- Confer with Student Advisors regarding student retention, and coordinate with organization's faculty and program managers to develop specific, personalized, intervention plans and activities for each case of student retention.

## SKILLS & INTERESTS

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**Soft Skills:** Active listening, Adaptability, Agile management, Change management, Conflict management, Cost management, Critical thinking, Detail-oriented, Negotiation, Organization, Problem solving, Progress Reporting, Project Monitoring, Risk management, Time Management

**Technical Skill:** Asana, C++, CAT Tool, Confluence, Jira, Microsoft Excel, Microsoft Powerpoint, Power BI, Trello, Zendesk, Zoho Projects

**Interests:** Cooking, Dance, Weightlifting, Yoga

## EDUCATION

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### **Bachelor Of Technology in Civil Engineering**

Guru Gobind Singh Indraprastha University • Greater Noida • GPA: 7.4

**Jan 2016 - Dec 2020**

## CERTIFICATIONS

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### **Google Project Management Course**

Coursera

**Jun 2022 - Jul 2022**