

Ratnesh Chhimwal

Project Coordinator

+918505884478 | ratnesh.sharma1831999@gmail.com | India

SUMMARY

Results-driven Project Professional with expertise in technical operations, research & data analysis, and project delivery. Skilled in managing end-to-end project execution, optimizing workflows, and leading cross-functional teams. Proven ability to streamline processes, improve operational efficiency, and successfully manage vendor relationships.

EXPERIENCE

Project Coordinator - Technical Operations

V5 Global Services

Apr '24 – Present

New Delhi, India

- Executed real-time retail audit operations for Hindustan Unilever Limited (HUL), implementing data tracking workflows that improved store compliance by 25%.
- Facilitated the deployment of Sales Force Automation tools for Samsung India, improving reporting accuracy and increasing field team productivity by 40%.
- Collaborated with cross-functional teams to design and implement a field-force support interface, integrating custom workflows and validating backend logic to optimize issue resolution based on service log analytics.
- Managed coordination 15+ vendors to ensure timely delivery, adherence to quality standards, and effective escalation management in tech-driven operations.
- Developed internal trackers, SOPs, and process documentation, contributing to streamlined operations and a 15% reduction in turnaround time.

Analyst - IoT

Zypp Electric

May '22 – Aug '23

Gurugram, India

- Led multiple IoT projects from conception to execution, managing timelines, budgets, and deliverables.
- Oversaw procurement of GPS-IoT devices, negotiating optimal vendor contracts, reducing costs by 20%.
- Implemented an inventory management strategy, aligning stock levels with demand, preventing shortages.
- Collaborated with cross-functional teams to analyze market trends and enhance IoT device implementation.
- Analyzed procurement data to identify cost-saving opportunities, enhancing efficiency by 30%.

Technical Support Engineer

Zypp Electric

Nov '21 – May '22

Gurugram, India

- Served as the primary contact for technical support, troubleshooting critical application and platform issues.
- Designed and delivered training modules, reducing customer queries by 70%.
- Supported project rollout and post-deployment phases, ensuring seamless customer adoption and retention.

EDUCATION

Bachelor of Computer Applications, Birla Institute of Technology (GPA: 61)

Mesra, India

Senior Secondary (XII), Dashmesh Public School (GPA: 65%)

New Delhi, India

CERTIFICATIONS

Google Project Management, Google

Career Essentials in Project Management, Microsoft

Agile with Atlassian Jira, Atlassian

Meta Backend Development Certifications, Meta

SKILLS

Project Management

Process Optimization & Risk Assessment, Stakeholder & Vendor Management, Market Research and Competitive Analysis, Cross-functional Team Collaboration

Data Analysis

SQL & Excel

Project Management Platforms

JIRA

Prototyping and Design

Figma, Canva

API Testing Tool

Postman, Insomnia