

Business analyst and project manager focused on customer service, team management, designing project scope, and social media management.

Project Planning | Risk Management | Communication Planning | Asana | Project Documentation | Google Analytics | Microsoft Word/Excel/PowerPoint | Social Media Marketing | Time Management

EDUCATION & CERTIFICATIONS

Asana Project Management Certificate | Emory University, Pathstream | May 2021

Courses: Foundations of Project Management, Effective Project Planning, Risk, Quality & Integration Management

Master of Philosophy | Banking and Finance | Ohio State University | 2018-2021 GPA: 3.53/4

Thesis Project: Impact of Trust on Customer Loyalty through Commitment and Customer Intimacy: The moderating role of Ego-Involvement

Bachelor in Business Administration | Ohio State University | 2014-2018 GPA: 3.61/4

Thesis Project: Effect of Restaurant Image, Service Quality, Food Quality on Behavioral Intention

RELEVANT EXPERIENCE

Asana Project Management Certificate - Emory Continuing Education May 2021

Created and managed a project schedule model using Asana.

Built a project budget using Google sheets; tracked the difference between estimated and actual costs, and planned corrective action to control costs.

Prepared documentation such as a project charter, scope statement, and a work breakdown structure to guide project activities and serve as agreements between internal stakeholders.

Identified and documented project risks in a risk register; planned and implemented responses.

Project Manager - Tamarind Clothing Online

2019 - Present

Co-Founder, Creative Director, and Marketing Manager.

Monitors over 200 customer queries each day to increase responsiveness.

Created 100,000+ customer base within less than two years.

Dealt with PR marketing to raise brand awareness and created a database for future use.

Ensured the completion of collection launches using spreadsheets and Asana.

Follow-up meetings with the exchange/return team to ensure customer satisfaction.

SEO Content Writer - Grand Teton Professionals

2018

Developed basic skills of SEO techniques and YOAST WordPress Plug-in.

Event Coordinator/Organizer - OSU

2017 - 2018

Project initiation.

Trained, assigned, counseled, and communicated the requirements to the team.

Evaluated project activities closely and assessed the management team.

Led weekly meetings and continuous communication through Emails and spreadsheets.

Annual Music Club Tutorial, Independence Day Event, and Voice of OSU (Events).

Banking Operations Intern - Faysal Bank

2017

Learned the dynamics of banking and finance operations.

Assisted in the Audit process.

Project Manager - Active Citizenship Program, British Council

2016

Volunteered as a project manager to execute a donation drive for Shaukat Khanum cancer hospital.