

DEEPANSHI SAXENA - PROJECT MANAGER

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SUMMARY

PMP-certified professional with 4.5 years of experience managing projects from initiation to completion. Expertise in strategic planning, organizational and time management, stakeholder engagement, and cross-team collaboration. Proven ability to understand client needs, lead teams, and deliver impactful solutions. Seeking to bring a fresh perspective and innovative approach to a new industry to enhance project outcomes.

EXPERIENCE

Project Manager | Intratech Civil Solutions and Consultant | Bhopal, India (Remote) | July 2023 – Present

- Led the full project lifecycle for 2 projects, achieving 90% of client-defined milestones and fostering strong client relationships.
- Oversaw 10+ daily tasks, and cross-functional collaboration with teams including vendors and contractors to ensure effective project execution and delivery.
- Created detailed project plans for managing schedules, allocating resources, and adhering to budget constraints, reducing overall project costs by 2% through effective vendor negotiations.
- Utilized project management tools to maintain documentation, live report updates and monitoring metrics and KPIs to optimize project performance, boosting efficiency by 5%.
- Monitored project timelines and milestone adherence, contributing to a 5% improvement in on-time milestone achievement through regular updates and meetings, keeping the project on track.
- Identified and reported 15+ potential risks, developing mitigation plans to minimize project disruptions and ensure smooth delivery.
- Ensured 98% of deliverables complied with quality benchmarks, maintained high-quality standards and were completed on schedule.
- Acted as the client's primary point of contact, using regular communication and continuous improvement practices to address concerns, manage change requests, incorporate feedback and share progress reports with 5+ stakeholders to ensure client satisfaction and smooth project execution.

Assistant Project Manager | Intratech Civil Solutions and Consultant | Bhopal, India (Remote) | May 2021 – August 2022

- Stayed abreast of emerging industry trends, implementing 2+ new strategies to drive continuous improvement and innovation within project operations.
- Established 4+ structured channels of communication between the project team and stakeholders, increasing information flow and timely decision-making.
- Conducted in-depth data analysis on previous projects to identify areas for enhancement and integrate lessons learned, leading to the adaptation of standardized project management methodologies in more than 5 projects.
- Integrated customer feedback loops in projects to optimize operational efficiency by 10% and improve product quality at every iteration.

Team Lead-Operations | Whitehat Education Technology Private Limited | Mumbai, India (Remote) | August 2020 – April 2021

- Led a 13-member Customer Service Outbound Team, achieving a 5% daily production growth through efficient management techniques and clear communication strategies while collaborating with development and product management teams to enhance customer service operations.
- Attained a 90% daily ticket closure rate through audits and training, leveraging Tableau and MS Office for dashboards, enabling real-time task tracking and robust performance analysis, yielding a 20% increase in customer satisfaction (CSAT) metrics.

Demand Manager – Sales | OYO Hotels and Homes Private Limited | Mumbai, India | March 2019 – July 2020

- Executed demand-driven strategies and promotional initiatives, resulting in a total business value of \$60,000 to encompass market segmentation and build strong relationships with corporate clients.
- Acted as a dedicated key account manager, providing 24/7 support to all clients, ensuring a 95% satisfaction rate in meeting business needs to secure long-term partnerships, leading to a 15% improvement in customer retention rate.

EDUCATION

MSc. in Marketing, Consumption & Society | University of Limerick | Limerick, Ireland | September 2022 – June 2023

Post Graduate Program in Management | ICFAI University | Mumbai, India | June 2017 – February 2019

Bachelor of Business & Bachelor of Laws | Symbiosis International University | Pune, India | June 2011 – June 2016

SKILLS & OTHERS

Skills

Tools & Software: MS Project | Tableau | Jira | CRM

Techniques: Project Management | Agile Methodology | Data Analysis | Process Optimization | Program Management

Volunteering

Core Team Member | PMI Pune Women's League | Pune Deccan India Chapter, PMI | January 2024 - Present

-Serve as the primary liaison for global speakers, hosting and facilitating monthly sessions on diverse project management topics. Drive inclusivity by curating and delivering impactful discussions, successfully managed 7+ events to inspire women in the field.

Certifications

SAFe 6 Agilist | SAFe®: 47868138-6763 | Scaled Agile Inc | February 2024.

Project Management Professional | PMP®: 3698447 | Project Management Institute | October 2023