

ISHARATH SABAH

Business Analyst and Project Coordinator

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PROFILE

Dynamic and results-driven **Business Analyst and Project Coordinator** with a diploma in Computer Engineering and over 1.10 years of experience in driving business growth and coordinating projects. Demonstrates a robust track record in client communication, requirement collection, solution proposal preparation, and project management. Leverages strong technical expertise in **HTML, CSS, React, PHP, and WordPress**. Exhibits exceptional communication skills in English and possesses basic proficiency in Spanish.

TECHNICAL PROFICIENCY

CRM & Sales Tools : Salesforce, HubSpot, LinkedIn Sales Navigator

Marketing & Analytics: Google Analytics, SEMrush, Mailchimp, Hootsuite

Project Management: Jira, Trello, Asana, Scrum, Agile Methodology

Web Technologies : HTML, CSS, React, PHP, WordPress

Communication : Slack, Microsoft Teams, Zoom

Languages : English (Fluent), Hindi (Advanced), Spanish (Basic)

EMPLOYMENT HISTORY

Business Analyst and Project Coordinator - Zoftcares Solutions LLP, Malappuram

Mar 2023 — Jul 2024

- **Client Communication & Requirement Collection:** Managed client inquiries, gathered and documented requirements, and ensured alignment with project goals.
- **Project Management & Coordination:** Coordinated cross-functional teams, managed tasks and workflows using Jira, and ensured timely project completion.
- **Market Research & Strategic Planning:** Conducted market research to identify business opportunities and developed strategic plans to drive business growth.

- **Solution Proposal & Documentation:** Prepared comprehensive SRS documents, proposed tailored solutions, and performed data analysis for decision-making and reporting.
- **Team Leadership & Process Improvement:** Led team collaborations, mentored junior members, and recommended improvements to streamline business processes and mitigate risks.

Client Partner Executive - Zoftcares Solutions LLP, Malappuram

Sep 2022 — Mar 2023

- **Client Liaison & Satisfaction:** Acted as the primary client liaison, expertly managing inquiries, resolving issues promptly, and ensuring exceptional client satisfaction.
- **Project Planning & Execution:** Contributed significantly to project planning and execution, ensuring the successful completion of multiple high-impact projects.
- **Lead Generation & Business Expansion:** Proactively conducted lead generation activities, identifying and pursuing new business opportunities to effectively expand the client base.

EDUCATION

Jun 2022

3-year Diploma in Computer Engineering, State Board of Technical Education, Kerala

CERTIFICATIONS

2024 Google Project Management Certification, Google, Coursera

2022 Fundamentals of Digital Marketing and Google Analytics- Google

2022 Blockchain Foundation Program, Kerala Blockchain Academy

2024 Introduction to Human Resource Management – Saylor Academy

2022 AWS Partner: Sales Accreditation (Business) Certificate

2024 Product Management Entry Level Certificate – Axion Product Management Org

2024 Inbound Marketing Certification – HubSpot Academy