

SHIRSH KUMAR

Project Manager

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SUMMARY

Dedicated professional with over 5 years of progressive experience in project management, adept in strategic planning and efficient project execution with a track record in managing client relationships, defining project scopes, and driving cross-functional team success.

EXPERIENCE

Project Manager

Nandan Niketan, Family Business (Real Estate)

⌚ 01/2024 - Present ⚡ Gaya, India

- Managed and executed custom build-outs for high-profile clients such as Indusind Bank, SBI Mutual fund, Jana Bank, Mahindra Finance etc, tailoring office spaces to meet unique specifications
- Led a 10-15 member team while coordinating with clients, architects and internal teams to align project designs with client objectives.
- Used Monday.com to streamline project management for custom build-out projects, covering over 25,000 sq. ft. of commercial space.
- Negotiated vendor and subcontractor contracts, achieving a 10% reduction in material costs and 15% in labor cost.

Senior Account Executive

Amplify.ai (AI)

⌚ 11/2021 - 12/2023 ⚡ Noida, India

- Led successful paid social media campaigns for customers such as Marvel, Universal, Disney, Paramount etc, integrating organic content strategies, which drove up to 30% lift in brand engagement metrics.
- Led a team of 5 on 35+ AI-driven chatbot projects, securing 40% repeat business and enhancing client retention.
- Directed cross-functional teams to deliver high-impact projects, enhancing collaboration and achieving business objectives.
- Established stakeholder management from inception, overseeing end-to-end project scope definition and securing sign-offs and approvals.

Client Services Analyst

IHS Markit (Information Services)

⌚ 12/2019 - 10/2021 ⚡ Gurgaon, India

- Managed vendor portfolios for Goldman Sachs, UBS, PwC, and BlackRock using the KY3P (Know Your 3rd Party) product to onboard and evaluate potential vendors.
- Assisted in training 100+ users, boosting product adoption by 40% and reducing support queries by 30%
- Utilized JIRA to raise and prioritize client queries, and Salesforce to manage and meet SLA requirements for efficient issue resolution.

Operations Intern

Xiamen Evertrade

⌚ 08/2018 - 09/2018 ⚡ Xiamen, China

- Designed, quality-checked, and worked with HRX and Reebok on shoes.

Human Resources Intern

LAVA International

⌚ 03/2018 - 05/2018 ⚡ Noida, India

- Assisted in Area Sales Manager recruitment and interview coordination.

EDUCATION

Bachelor of Business Administration

IMS Noida

⌚ 06/2016 - 08/2019 ⚡ Noida, India

KEY ACHIEVEMENTS

\$ Cost Savings

Delivered projects with up to 25% overall cost savings by negotiating reductions of 8-12% in material expenses and 10-15% in labor costs, boosting profitability at Nandan Niketan.

⌚ Exceptional Project Completion Rate

Achieved a 90% on-time project completion rate over 2-year period positively impacting client satisfaction scores at Amplify.ai.

💡 Improved Stakeholder Satisfaction

Successfully managed vendor portfolios for top clients, enhancing vendor evaluation efficiency, boosting product adoption by 40% and reducing support queries by 30% through targeted user training at IHS Markit.

SKILLS

Project Management

Stakeholder Management

Cross-Team Collaboration

Client Relations Team Leadership

Communication CRM Tools Proficiency

VOLUNTEERING

Volunteer

Root Institute, Bodh Gaya

⌚ 09/2024 - 11/2024

Managed the reception for guests coming from abroad during a 12-day event. Collaborated closely with the director to support event operations and overall event coordination.

ENTREPRENEURIAL PROJECT

YourHomeAids.com

⌚ 09/2021 - 09/2024 ⚡ India

Founded an online platform connecting homeowners with vetted domestic workers, streamlining the hiring process for services like maids, drivers, and nannies.

COURSES

Project Management Professional (PMP®)

Successfully earned the Project Management Professional (PMP) certification on the first attempt, demonstrating strong knowledge and commitment to project management excellence.