

PANKAJ PARMAR

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Summary:

Dedicated Assistant Project Manager with a proven track record of successfully leading cross-functional teams in customer support and tele marketing. Skilled in optimizing processes, fostering team collaboration, and driving results. Adept at managing admin dashboards for efficient product management. Seeking to contribute expertise to a dynamic organization in the e-commerce sector.

Skill Highlights

- Project management
- Team Leadership
- Customer Support
- Problem Solving
- WATI (Bulk WhatsApp Software)
- Tele Marketing
- Admin Dashboard Management
- Communication
- MS Excel (Pivot Table, Vlookup)

Experience:

Assistant Project Manager- May 2022 - Current
Filrx Pvt Ltd- Ahmedabad

- Collaborated with project managers to plan, execute, and monitor e-commerce project, ensuring alignment with company objectives and timelines.
- Assisted in defining project scope, goals, and deliverables, while managing stakeholder expectations throughout the project lifecycle.
- Coordinated and facilitated communication among cross-functional teams, including marketing, design, development, and logistics, to ensure project milestones were achieved.
- Led and managed a Customer Support team of 5 members, ensuring efficient and high-quality resolution of customer inquiries and concerns.
- Directed a Tele Marketing team of 4 members, implementing strategies that led to increase in lead conversion and growth in sales.
- maintained the Admin Dashboard for product management.
- Monitored key performance indicators (KPIs) to measure team performance and project success, implementing adjustments as needed.

Education:

- Bachelor of Arts Completed-2019
- Gujarat University Ahmedabad

Languages:

- Gujarati
- English
- Hindi

Declaration:

- I assure that above stated information is true to best of my knowledge and I would work in your organization with sincerity and honesty.

(Pankaj Parmar)