# SM

# SAIMA MOHD IRFAN SHAIKH

saimanawaziya@gmail.com | 0507864425 | Dubai

## Summary

Highly skilled **Project Manager** with over 6 years of experience in leading cross-functional teams, ensuring on-time and on-budget delivery of ERP and IT projects. Proficient in utilizing Salesforce, Oracle Fusion, and other ERP systems to streamline workflows and drive process improvements. Adept at stakeholder communication, team leadership, and risk management to achieve exceptional project outcomes.

## Skills

- Project Planning & Execution
- Stakeholder Management
- Risk Assessment & Mitigation
- Budget Planning & Cost Control
- Agile & Waterfall Methodologies
- Business Process Optimization

- Workflow Automation
- Data Migration & Integration
- Change Management
- Cross-Functional Team Leadership
- Testing & Quality Assurance (QA/UAT)
- Resource Allocation

## Experience

**Opkey | Mumbai, IN**
**ERP Project Manager**
*01/2022 - Current*

- Developed and managed comprehensive project plans for ERP implementations, ensuring timely and successful go-lives.
- Facilitated cross-departmental stakeholder meetings to align on objectives and deliverables.
- Analyzed business workflows, identifying inefficiencies, and proposing system-driven solutions.
- Led risk management efforts, implementing mitigation strategies for project challenges.
- Tracked project progress against KPIs, ensuring adherence to scope, budget, and timelines.
- Delivered user training for the seamless adoption of new systems and processes.

**Opkey | Mumbai, IN**
**ERP Trainer & Implementation Specialist**
*01/2022 - Current*

- Designed and executed customized training programs for ERP platforms, Office 365, and internal tools.
- Conducted needs assessments to identify and address client-specific training requirements.
- Collaborated with clients to ensure proper onboarding and successful adoption of ERP solutions.
- Monitored training effectiveness through performance metrics and feedback collection.

**WHITEHAT JR | Mumbai, IN**
**Assistant Project Manager & Team Trainer**
*07/2019 - 07/2022*

- Managed project timelines and coordinated resources across teams to ensure on-schedule delivery.
- Conducted training programs on internal tools like React Native, JavaScript, and HTML/CSS, enhancing team productivity by 25%.
- Created detailed project documentation, including milestones, risk

assessments, and progress reports.

Startup | Mumbai, IN
**Relationship Manager & IT Trainee**
*01/2018 - 04/2019*

- Managed client relationships, ensuring satisfaction during ERP and CRM platform implementations.
- Provided hands-on training and technical support, achieving a 15% increase in client engagement.
- Simplified complex technical concepts for diverse user groups, improving adoption rates.

## Technical Tools

- **Project Management Tools**: Microsoft Project, Jira, Microsoft 365
- **Collaboration & Communication**: Microsoft Teams, Slack, Zoom
- **Data Management & Analysis**: Microsoft Excel
- **ERP & CRM Systems**: Oracle Fusion, Salesforce, SAP, Coupa, Workday
- **Documentation & Office Tools**: Microsoft Office Suite (Word, PowerPoint, Excel), Google Workspace
- **Version Control & Workflow Tools**: GitHub
- **Agile & Development Tools**: Kanban Boards, Jira Agile
- **File Storage & Sharing**: SharePoint, OneDrive, Google Drive

## Education and Training

Kishinchand Chellaram College | Mumbai, India
**Master of IT**
*01/2020*
GPA: CGPI: 9.00

Jai Hind College | Mumbai, India
**Bachelor of Computer Science**
*01/2018*
GPA: Percentage: 66.28%

Saboo Siddik Junior College | Mumbai, India
**Higher Secondary Certificate**
*01/2015*
GPA: Percentage: 59.23%

## Languages

English, Hindi