



## ABOUT ME

An enthusiastic individual with over 10 years of hands-on experience in Project Management in the IT sector and Office Management. Currently I am a Client Relationship Manager also holding a position of Production Head and Project Manager. I am a front end developer and Graphic designer too adding a great support to our IT Department. I've played a key role in designing the best and awarded Claims Management System and Call Center Solution.

## SKILLS

- Leadership
- Project management
- Product management
- Customer relationship management
- Cost analysis and savings
- Interpersonal Skills
- People management
- Team Player
- Analytical Skills
- Customer experiences
- Risk Management
- Communication skills
- Time and Resource Optimization
- Project goals and milestones
- Handling stakeholders
- Advertising and marketing
- Operations management
- Team training and development
- Team Leadership
- Strategies and goals
- Team handling
- Marketing

# MAHTAB ALI KUNDGOL

CLIENT RELATIONSHIP AND PROJECT MANAGER

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## CAREER PROFILE

- 10 years of Project Management Exp. in IT & Insurance sector.
- Professionally qualified with Bachelors of Computers Applications.
- Knowledge of agile methodologies like scrum and extreme programming.
- Expertise in Product Management, Insurance, IT and Client Relations.
- Key Person in designing Claims Management and Call Center System.
- Successfully coordinating the activities of various departments concerned with the production, pricing, sales, and distribution of products & services.
- Have excellent communication, convincing, negotiation, influencing & interpersonal skills.
- Skillful in Analyzing Issues, understanding & handling customers / clients requirements and resolving their issues with ease.
- Efficient, smart, reliable and hardworking.

## WORK EXPERIENCE

### IRIS Health Services LLC

Dubai  
Jan 2015 - Present

#### Client Relations / Project Manager

- Customer Interaction for product requirement analysis.
- Create project analysis document containing epics, stories and wireframes.
- Collaborated with project personnel to determine problems and resolve issues quickly and efficiently.
- Setting project goals and coming up with plans to meet those goals.
- Maintaining project timeframes, budgeting estimates and status reports.
- Conducting daily meetings for sprint backlogs and to do task discussion with scrum team.
- Product management - running design sprints.
- Managing resources for projects, such as computer equipment and agile development team.
- Coordinating with project lead and developing schedules and individual responsibilities.
- Implementing IT strategies that deliver projects on schedule and within budget.
- Using project management tools like trello or JIRA to track project performance and schedule adherence.
- Conducting customer interviews, user testing and risk assessments for projects.
- Conducted complete risk assessments and implemented response strategies to eliminate the possibility of roadblocks.
- Arranged for all sign-offs and launch for every completed version.
- Conducted business reviews to ensure clients are satisfied with their products and services.

### DMS Services

India  
Apr 2011 - Dec 2014

#### Project Manager

- Project research and analysis.
- Translating business-to-technical requirements, and vice versa
- Maintain Professional Relationship with Clients.
- Activity and resource planning.
- Motivate and manage Team of Web Designers and developers.

## PROJECTS

- claims management system
- claims management mobile app (android and IOS)
- Autoclaim management system and mobile app
- ISO-9001:2015, ISO-27001:2013, ISO-26000:2000 certification management
- CMA – govt. tender – Oman
- www.dxbadventures.com
- www.slalogistics.com
- www.iris.healthcare
- www.mevdubaitours.com
- www.benefits-auditing.com

## LANGUAGES

ENGLISH

HINDI

MARATHI

URDU

## HOBBIES

- Fitness and Nutrition
- Body building and Power lifting
- Drawing Sketches and Painting

## DRIVING LICENSE

Driving license category  
Lite Motor Vehicle, UAE

## PERSONAL INFORMATION

Date of birth:  
01 Sep 1989

Marital Status:  
Married

Nationality:  
Indian

Religion:  
Islam

Visa Type:  
Employment

### Virtual Webs

India  
Mar 2010 – Mar 2011

### Project Coordinator

- Developing milestone charts to manage time and monitor progress in project completion.
- Cost estimating and developing the project budget.
- Ensuring customer satisfaction.
- Analyzing and managing project risk.
- Managing reports and necessary documentation.
- Design and Develop Websites and Applications.
- Graphic Designing – logo and brochure design.
- SEO and Social Media and Business Email Marketing.
- Analyzed cost benefits and ROI and created strategic plans outlining the feasibility of company projects.
- Purchased software, hardware, and infrastructure necessary for company to operate efficiently.
- Conducted complete risk assessments and implemented response strategies to eliminate the possibility of roadblocks.
- Communicated with project teams openly and effectively to effect increase in productivity.
- Complete project management.

- Co-ordinate and manage Web Designing and Graphics designing projects.

- Front Development of websites and applications.
- Analyse project data and contact clients for discussions.

- Maintain Hosting Server, Client Email Solution and Local Server.

- Managing reports and necessary documentation.
- Troubleshoot email server related issues.
- Prepare and maintain Project documentation.

## EDUCATION

### Graduation

India  
Mar 2010

### Rosary Collage of Commerce & Arts - Goa University

- Bachelor of Computer Application
- Major in Computers
- GPA - 7.5

### High School

India  
Mar 2007

### Goa University

- High school diploma
- Major in Science

## COURSES

### PMP

Dubai  
Mar 2022

### Project Management Professional (PMP)<sup>®</sup> Certification by PMI

- Waterfall to Agile transitioning
- Agile (Scrum, Kanban, XP), Hybrid Model

### Project Management

Dubai  
Mar 2021

### Certification for Project Management: Healthcare Project System – LinkedIn Learning

- Project management
- Healthcare project management

### Advanced Excel

Dubai  
Jan 2017

### Microsoft Excel Advanced by Certified by CYBERMODO, Dubai

- Data analysis
- Excel formulas

### Leadership

Dubai  
Jan 2018

### Leadership and Management , Evanson Training

- Advanced Leadership and training skills