



# RESHMA RAMACHANDRAN

## PROJECT COORDINATOR

### PROFILE

Multi-faceted professional, possess dynamic team-based management style infused with a fervent drive to turn visionary concepts into tangible Realities! Hardworking and Ambitious professional with over 8 years of extensive experience in the IT domain, specializing in Banking & Insurance.

### WORK HISTORY

**Project Support Engineer;**      **Waypoint Systems FZCO**  
Sep 2021-May 2024                      Dubai, United Arab Emirates

**Clients: Mashreq Bank - Dubai, UAE & New Point Insurance Brokers - London, UK**

- Spearheaded project support for ASSURE (Bancassurance) & DWH (Data warehouse) web applications, offering comprehensive admin assistance from project initiation to deployment.
- Fostered and sustained strong client relationships, ensuring seamless project transitions, and handovers.
- Acted as a pivotal liaison among CEO, Clients & Project Manager to negotiate Project costs and manage scope changes effectively.
- Authored BRD & User Manuals, and crafted detailed User Stories to guide project development.
- Developed Sprint User Stories, and conceptualized Wireframes to enhance IT Development Team comprehension and project execution.
- Delivered BAU Support, served as a SPOC for the clients.

**Customer Solutions Specialist;**      **PayPal India Pvt. Ltd**  
Oct 2019 – Dec 2020                      Bangalore, India

**Client: North America & Canadian PayPal Customers**

- Delivered exceptional service to the customers by providing rapid, accurate responses to inquiries, using the latest technology tools.
- Excelled as front-line support, providing empathetic and efficient solutions to enhance customer satisfaction.
- Demonstrated resilience by effectively transforming today's problems into tomorrow's solutions reducing the likelihood of repeat customer contacts.
- Fostered robust relationships with cross-functional teams, emphasizing a customer-centric approach and strict compliance with service excellence standards.

### CONTACT DETAILS

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Date of birth: 09 Nov 1991

Nationality: **Indian**

Visa Status: **Spouse Visa**

**UAE Driving License Holder**

### ABOUT ME

Demonstrated expertise in building and nurturing Client Relationships, enhancing communication, and driving exceptional Customer Satisfaction. Skilled in identifying and addressing customer needs with effective solutions. Possess robust management abilities, and a deep understanding of both B2B and B2C Customer Service and Banking sectors. Committed to delivering results through a strong work ethic and a proactive approach.

### EDUCATION

**Bachelor of Science, Computer Science**  
(B.Sc. CS), 2009 - 2012

**AJKCAS, Bharathiar University, India**

### CORE COMPETENCIES

- Accounts Payable & Receivable
- Policy Reconciliation
- Interpersonal, Leadership & communication
- Research, Reporting & Analysis
- Team Management, & Open Networking
- Decision Making

