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## CHITRANSHI JAIN

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### EDUCATION

#### **Northeastern University, Boston, MA, USA**

Master of Science in Project Management

January 2021 - December 2022

#### **Maharishi Arvind Institute of Engineering & Technology, Jaipur (Raj.), India**

Bachelor of Technology in Computer Science

August 2011 – June 2015

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### WORK EXPERIENCE

#### **eBizneeds Business Solutions Pvt. Ltd., Jaipur (Raj.), India**

##### **Business Analyst**

May 2018 – November 2020

- Converted business leads into projects worth USD 37,000 for WeTruck and AUD 30,000 for RockAroundTheBlock
- Managed day-to-day operations as a project manager and delivered projects on schedule and under budget. Also, utilizing the three constraints, I negotiated with clients on scope, cost, and time
- Awarded as Key Contributor in April 2020 and promoted to Business Analyst in April 2019 from Jr. Business Analyst
- Created projects management artifacts such as Business Proposals, SRS, Product Backlog, Sprint Planning, User Stories, Flow Charts, Wireframes and Mockups, Acceptance Criteria, and Business Value
- Facilitated communication among end-users and the development team by mediating relationships with developers
- Presented requirements and product/project flow to Co-workers and developers
- Facilitated in finding out the use-case scenarios for User Acceptance Testing (UAT) on project deliverables and monitoring the quality of all outcomes

#### **HDB Financial Services, Jaipur (Raj.), India**

##### **Supervisor**

March 2017 – October 2017

- Directed a team of fifteen-plus associates in the Gold and Agriculture loan department, dealing with escalating calls and complicated situations
- Arranged meetings with branch and line managers to discuss monthly targets and goals
- Reviewed, prioritized, and allocated incoming cases to team members
- Provided one-on-one coaching by monitoring outbound phone conversations, assessing sales quality, and meeting customer service objectives to guarantee quality services are delivered by the team

#### **TelePerformance, Jaipur (Raj.), India**

##### **Assistant Manager Customer Care**

July 2016 – December 2016

- Improved the Positive Response Rate by converting 65% of customer's NRR to PRR
- Supervised a team of twenty employees and managed different performance-based Amazon Seller Support needs for the Live Chat and Phone call portfolio
- Determined root cause and established potential action plans to meet client objectives such as average handling time and after-call work, and held various sessions with team members to keep team members motivated
- Awarded as "Guiding Light of the Month: Best AMCC" and certified as JUMP trainee

##### **Subject Matter Expert**

May 2016 – July 2016

- Reduced AHT and ACW of the team by two minutes and improved the performance by 20%
- Provided high-quality floor assistance with live chat, phone calls, and emails
- Ensured team members' productivity, as well as the organization of team performance and progress

##### **Customer Care Executive**

September 2015 – May 2016

- Increased my team's total PRR from 70% to 85% by achieving the highest PRR in April
- Coached Amazon Sellers in using the Seller Panel by resolving concerns and queries
- Handled incoming and outgoing challenges of sellers via phone, email, and chat assistance

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### TECHNICAL SKILLS

**Tools and Technologies:** Agile, Scrum, JIRA, Balsamic, Trello, Teamwork, MS (Projects, Teams, Visio, Excel (Pivot, VLOOKUP), Word, PowerPoint, Outlook), Gantt Charts, Waterfall, Hybrid (Agile+Waterfall), Salesforce, C, C++, PHP (basic)

**Skills:** Project Management, Leadership, Customer Service, Requirement Analysis, Wireframing, Scope Management, Risk Management, Team Charter, Cross Functional Team Collaboration, People and Process Management, Team Player

**Projects:** CogniXRHealth, WeTruck, RockAroundTheBlocks, Digital Saathi, Showbags, Polo Factory, Neopost, Marwari Horse Society, TagMify, Liquid Circle

**LinkedIn Learning:** Cert Prep: Scrum Master, Project Management Foundations: Schedules, Project Management Foundations: Requirements, Project Management: Preventing Scope Creep