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SAGEER PARKAR

OBJECTIVE

To excel in the service industry by meeting my organization's objectives which will help me gain precious knowledge, provide me with the necessary growth, and help me develop into a successful individual.

EXPERIENCE

SENIOR PROCESS MANAGER, CACTUS COMMUNICATIONS PVT. LTD. (MUMBAI, INDIA)

March 2020 - Present

- Work on additional projects along with other stakeholders to improve the efficiency of daily operational activities.
- Manage timelines and operations of high revenue projects from key clients from across the globe.
- Manage contractual and freelance editor's invoicing queries and operations and ensure that they receive their payouts on time.
- Work with a dynamic team to assess client requirements and match their manuscripts with the most suitable editors.
- Coordinate with in-house and freelance editors across the globe to ensure that assignments are accepted and returned on time.
- Answer queries from freelancers.
- At times, assume the role of a client manager, which will involve confirming jobs and responding to client emails.
- Find ways to improve the efficiency of the system.
- Mentoring new team members.
- Work with the team to create and implement new work flow processes.

PROCESS COORDINATOR, CACTUS COMMUNICATIONS PVT. LTD. (MUMBAI, INDIA)

January 2015 – March 2020

- Work with a dynamic team to assess client requirements and match their manuscripts with the most suitable editors.
- Coordinate with in-house and freelance editors across the globe to ensure that assignments are accepted and returned on time.
- Answer queries from freelancers.
- At times, assume the role of a client manager, which will involve confirming jobs and responding to client emails.
- Find ways to improve the efficiency of the system.
- Mentoring new team members.

- Work with the team to create and implement new work flow processes.

PROJECT COORDINATOR, PACKT PUBLISHING PVT. LTD. (MUMBAI, INDIA)

July 2013 - January 2015

- To help the editorial team meet deadlines and use resources efficiently.
- To ensure the smooth and timely flow of work between different stages of the editorial process.
- Working with internal stakeholders as well as external stakeholders.
- Maintaining excellent communication, coordination, and managing various projects at the same time.

PROJECT COORDINATOR, FIREFREEZE ESTABLISHMENT (DAMMAM, SAUDI ARABIA)

March 2012 – March 2013

- Managed projects of high revenue key clients from across Saudi Arabia such as Saudi Aramco, Zamil, KFUPM, SABIC, Nesma, Saudi Bin Ladin group etc.
- Providing excellent customer service.
- Maintaining excellent and timely communication with clients.
- Coordinating and gathering necessary technical information from clients.
- Preparing project cost estimates.
- Preparing technical data for different projects.
- Managing multiple projects simultaneously.

SKILLS & ABILITIES

- Excellent communication skills.
- Problem solving skills.
- Team worker.
- Highly organized.
- Ability to manage, plan, and complete projects to time.
- Ability to coordinate and manage several projects simultaneously.
- Willingness to learn, and to improve.
- Mentoring.
- Team management.

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY – 2011

University of Mumbai, Mumbai, India.

HIGHER SECONDARY SCHOOL – 2008

Maharashtra state board, Mumbai, India.

SECONDARY SCHOOL CERTIFICATE – 2006

Maharashtra state board, Mumbai, India.

**HOBBIES &
LEISURE**

Long distance running, cycling, football, travelling, watching sports and documentaries.

**PERSONAL
DETAILS**

Nationality – Indian.

Date of Birth – 29th January 1990.

Marital Status – Married.

Religion – Islam.

Languages Known – English, Hindi, and Marathi.