

Nagarjun B N

Project Manager

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📍 Bengaluru, India

PROFILE

Results-driven Project Manager with 15+ years of experience leading cross-functional teams to deliver high-impact projects on time and within budget. Expertise in Agile methodologies, stakeholder collaboration, and process automation, driving a 25% increase in team productivity and a 30% reduction in project turnaround times. Passionate about leveraging digital transformation and data-driven strategies to optimize business processes and improve outcomes.

EDUCATION

Bachelor of Computer Applications (BCA)

PROJECTS

Microsoft Windows and Office Suite Optimization

- Optimized Microsoft Windows and Office suites for Windows and Mac, reducing ticket resolution time by 25%.
- Delivered technical support and training to end-users, improving software adoption rates by 20%.

AT&T Direct TV Performance Metrics Improvement

- Increased customer satisfaction scores by 15% through data-driven strategies and workflow streamlining.
- Reduced average handling time by 20%, improving operational efficiency.

PROFESSIONAL EXPERIENCE

JustAnswer

Project Manager

- Spearheaded multi-platform content projects, increasing engagement by 25% and enhancing SEO effectiveness.
- Developed and executed content strategies aligned with business objectives, driving brand visibility.
- Managed content production workflows, ensuring 100% on-time delivery within budget.
- Optimized content operations, reducing turnaround times by 30% through improved processes.
- Implemented performance tracking, leading to higher content engagement and lead generation.
- Coordinated with cross-functional teams to align content initiatives with marketing and business goals.
- Led the adoption of Agile methodologies, improving project tracking and team efficiency by 20%.
- Conducted regular performance reviews, enhancing team output and quality consistency.
- Managed stakeholder expectations, ensuring seamless communication and project alignment.
- Introduced new content formats, increasing audience reach and engagement metrics.

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Team Leader

- Managed customer service teams, improving response times by 18% and increasing customer satisfaction scores by 15%.
- Implemented KPI-driven performance tracking, leading to a 15% boost in efficiency.
- Designed training programs, improving employee retention by 10% and service quality by 20%.
- Led conflict resolution initiatives, enhancing team collaboration and reducing escalations.
- Provided real-time support and coaching, improving agent productivity.
- Analyzed customer data, implementing strategies to enhance service delivery.
- Coordinated with IT teams to enhance CRM functionalities for improved user experience.
- Developed call scripting enhancements, improving customer issue resolution.
- Improved adherence to SLAs, ensuring consistent service levels.
- Conducted weekly team reviews, recognizing achievements and addressing performance gaps.

Convergys

Tech Coach

- Provided technical coaching and mentorship, increasing issue resolution efficiency by 20%.
- Spearheaded training for Microsoft Windows, Office, and Mac support, reducing escalations by 15%.
- Implemented structured troubleshooting workflows, reducing average handling time.

Technical Support Team OKR

Achievement

- Improved first-call resolution rates by 30% through performance monitoring and team training.
- Conducted training sessions to enhance team skills, boosting overall productivity by 10%.

AI-Driven Content Creation and Optimization

- Developed AI-driven content strategies, increasing user engagement by 40%.
- Utilized AI tools to analyze content performance, reducing manual effort by 50%.



CERTIFICATES

- PMP Certification (In Progress)
- Better Business Writing Skills



INTERESTS

Chess and Strategic Games:

Enjoy playing Chess to enhance critical thinking and decision-making skills.

Community Volunteering:

Actively participate in local community initiatives, leading teams to organize events and drive social impact.

Reading Leadership and Management Books:

Avid reader of books like *Wings of Fire* by Dr. APJ Abdul Kalam and *The Monk Who Sold His Ferrari* by Robin Sharma, which inspire leadership and personal growth.



LANGUAGES

English

Kannada

Telugu

Hindi

- Assisted in developing knowledge base resources, improving first-contact resolution rates.
- Conducted regular skills assessments, identifying and addressing knowledge gaps.
- Trained teams in effective customer communication techniques, improving satisfaction ratings.
- Provided input on product usability and service improvements to enhance customer experience.
- Led cross-training sessions, equipping team members with diverse technical skills.
- Developed performance benchmarks, helping team members track growth.
- Assisted in product testing and feedback loops to enhance support strategies.



SKILLS

Technical Skills

- Project Management Tools: Jira, Trello, Asana, MS Project, Smartsheet
- Data Analysis and Visualization: Excel, Power BI, Tableau

Project Management Skills

- OKR Implementation and Tracking
- Agile Methodologies (Scrum, Kanban)
- Stakeholder Management

Leadership Skills

- Team Leadership and Mentorship
- Conflict Resolution and Negotiation



AWARDS

Legend of the Year

Recognized as the top employee for achieving all metrics in the Microsoft program.

Leadership Excellence Award

Awarded for exceptional leadership and team performance improvement.

Project Manager of the Year

Honored for delivering high-impact projects on time and within budget.