

DANISH AFROZE

Transition Project Coordinator

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Danish Afroze

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ABOUT ME

I hold a Bachelor's degree in Accounting and Finance and have built nearly 2 years of experience in coordination roles within the tech industry. My work has involved managing client requests, dispatching engineers globally, handling purchase orders, and ensuring smooth communication throughout each project. Currently, as a Transition Project Coordinator, I focus on project preparation, onboarding technical resources, organizing documentation, and supporting handovers to operational teams. I take a structured and practical approach to my work, ensuring that both planning and execution are well-managed and delivered on time. I'm adaptable, detail-oriented, and committed to contributing to efficient and reliable project operations.

Core Skills

Project Coordination & Scheduling
Resource Planning & Dispatch
Management
Vendor & Engineer Sourcing
Service Level Agreement (SLA)
Monitoring

Remote Support Tools: AnyDesk,
TeamViewer
Productivity & Collaboration Tools: MS
Office, Google Workspace, Asana, ClickUp
Data Handling & Reporting: Power BI,
Excel

Onboarding & Technical Support
Coordination
Ticketing Systems & Case Management
Documentation & Report Management
Basic Networking & Troubleshooting
Knowledge

EXPERIENCE

Transition Project Coordinator, Tech Domain, Inc.

July 2024 - Present

- Collaborated with internal teams to manage transition tasks and prepare projects before handover to operations.
- Selected engineers from the internal database, ensuring alignment with budget constraints and project needs.
- Reviewed and verified contracts for accuracy, compliance, and timely approvals.
- Maintained and regularly updated the internal engineers' database.
- Managed the onboarding process, including account creation, access setup, and briefing engineers on protocols.
- Coordinated site access and training schedules for assigned engineers.
- Tracked and organized background verification documents and other administrative records.
- Mapped and categorized project locations to support efficient execution and resource allocation.
- Scheduled internal meetings, prepared and recorded meeting minutes as needed.
- Uploaded and maintained project-related documents in the internal Drive for easy access and reference.

Project & Dispatch Coordinator, Tech Domain, Inc.

January 2024 - June 2024

- Dispatched engineers to various regions globally, scheduling site visits and providing clients with timely updates on ETAs and job progress.
- Assisted engineers remotely during technical challenges to ensure minimal delays in service execution.
- Handled Purchase Orders, keeping track of revenue related to each task.
- Sourced engineers based on specific client requirements and planned resources accordingly for smooth task execution.
- Received and managed inbound support cases via email, phone, web form, and live chat, serving as the main point of contact for client inquiries.
- Created, tracked, and updated support tickets using internal software tools, ensuring timely follow-up and accurate documentation.
- Monitored and enforced SLAs to ensure response times and issue resolutions met or exceeded client expectations.

EDUCATION

**Bachelor of Sciences
(Accounting & Finance)**
Gift University, Gujranwala
2019 - 2023

Intermediate in Commerce
Superior College, Daska 2017 -
2019

CERTIFICATIONS

Google Project
Management Certification

Lean Six Sigma
Yellow Belt

SAP Business One
Certification