



Syeda Rimsha Mustafa

Project Manager

Highly skilled and adaptable professional with a proven track record in Technical Documentation, Project Management, Customer Support, and Client Engagement. Proficient in utilizing various communication tools like Zoom, Basecamp, Skype, and Gmail to collaborate effectively with clients and teams. Experienced in handling multiple projects simultaneously and producing detailed monthly invoices with time and task tracking. Familiar with WordPress and capable of creating informative screencasts for clients.

Contact

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2-J-3/2, Nazimabad No 2,
Karachi, Pakistan

Education

Feb 2019 - Feb 2023

Bachelor of Science: Computer Science

DHA Suffa University

Skills

- Project Management
- Client Engagement
- Technical Documentation
- Multi-Project Handling
- Invoicing & Task Tracking
- Asana
- JIRA
- Base Camp
- ClickUp
- Active Campaign

Experience

Oct 2022 - Present

Kingdom Vision | Karachi

Project Coordinator & Customer Support

- Collaborate with cross-functional teams, including developers and designers, to manage projects from inception to completion.
- Prepare monthly invoices with detailed time tracking and task breakdowns to maintain transparency and accountability.
- Deliver engaging screencasts to aid clients in understanding project functionalities and features.
- Develop clear and concise technical documentation for diverse projects, ensuring effective knowledge transfer within the team.
- Coordinate with developers and clients to gather project requirements and provide ongoing support.
- Utilize Zoom, Basecamp, Skype, and Gmail to facilitate seamless communication with clients and stakeholders.
- Assist customers in resolving queries and technical issues, ensuring high levels of satisfaction and retention.
- Act as the primary point of contact for clients, addressing inquiries and providing timely updates on project progress.

Projects

- BozMD | **ECommerce + LMS**
- Send Leads | **Online Automation Tool**
- UFG Booking System | **Management System**
- UFG Payment System | **Management System**
- Fire Fighter | **LMS**
- Moonstride | **CRM (Company's Own Product)**
- ChefStream | **LMS (Final Year Project)**