Leon
Sathyaraj

+65 9108 4350
Leon.Sathyaraj@gmail.com
Linkedin
Portfolio

I'm an aspiring Digital Project Manager with a solid background in web development and digital marketing, particularly in project planning, SEO/SEM, and team collaboration. I'm passionate about using my technical skills and enthusiasm for digital innovation to deliver great results for a forward-thinking company.

Professional Experience

Orfeostory (Internship)

Project Manager (May 2023 - Current)

- **Led project planning and coordination** efforts, ensuring alignment of client requirements with technical capabilities and project timelines.
- **Monitored project progress and performance**, generating comprehensive reports for stakeholders to track key metrics and milestones.
- **Facilitated effective communication and collaboration** between clients, development teams, and other stakeholders, ensuring clarity and transparency throughout the project lifecycle.
- Implemented risk management strategies, identifying potential risks and developing mitigation plans to ensure project success.
- **Ensured documentation and compliance** with industry standards and regulatory requirements, maintaining accurate records and documentation throughout the project lifecycle.
- **Provided administrative support**, managing project documentation, scheduling meetings, and coordinating logistics to support efficient project execution.

Pixel Mechanics

Senior Web Support (June 2023 - May 2024)

- **Provided post-project technical and customer support** to end-users via ticket, email, and phone, performing first/second level troubleshooting and resolution on reported incidents.
- **Escalated incidents** to 3rd level when necessary, with all relevant information, and submitted timely updates to customers on the status of outstanding issues within targeted Service Level.
- **Collaborated with internal teams** to determine proper resolution paths and updated internal databases with information about technical issues and customer discussions.

- **Performed HTML, CSS, PHP coding and debugging** works, supporting internal projects with web development subtasks.
- **Built and maintained knowledgebase,** documentation, FAQs, and training guides.
- **Achievements:** Revamped and Innovated Company's Website Support Maintenance Package, Developed Company's Knowledge Base Website, Exceeded Expectations from Boss upon confirmation, Received positive feedback from clients in Company's Google Business.

Education

Software Engineer Immersive

General Assembly
March 2023

Diploma in Business Management

Management Development Institute of Singapore (MDIS)
January 2015

Skills

- **Proficient** in building end-to-end WordPress websites with intricate functionalities.
- Extensive experience collaborating with **50+ stakeholders**, ensuring deep understanding of requirements **and effective communication with developers**.
- **Business mindset** focused on **optimizing SOPs**, improving **workflow efficiency**, and identifying **upselling opportunities**. Constantly exploring ways to **reduce costs** and **increase profit margins**.
- **Proactive approach** to arranging meetings with colleagues across levels to grasp company dynamics.
- Resourceful and adept at utilizing **AI tools** for independent problem-solving and innovation.

Management/AI tools