

MONA REZAEI TALEGHANEI

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Tehran, Iran

OBJECTIVE

To secure a managerial position where I can apply my experience in management, project leadership, and education while expanding my skills through new challenges.

PROFILE

An innovative project manager with 14+ years of experience in project leadership, business management, and education. Skilled in driving profits through strategic improvements and managing cross-functional teams. Experienced as a shareholder and educator, blending practical and theoretical expertise to enhance performance.

EDUCATION

PhD	Islamic Azad University, Tehran, Iran, IT Management (Ongoing) Thesis: "Development of a Sentiment Analysis Model in CRM with a Business Intelligence Approach (Case Study: Chain Stores)" Advisor: Dr. Mohammadreza Motadel	Sep 2023
MS	Islamic Azad University, Tehran, Iran, IT Management Thesis: "Evaluating the Establishment of contact center system using BSC with DEMATEL-ANP approach (Case Study: Pasargad Bank)" Advisor: Dr. Mohammadreza Motadel	Sep 2016
BS	Islamic Azad University, Qazvin, Iran, Banking Management	Feb 2010

PUBLICATIONS

Journal Papers Accepted

- 2018** Rezaei, M, "Evaluating the Establishment of contact center system using BSC with ANP approach," To be published in: International Conference on Innovation and Research in Engineering Sciences (ICIRES), Georgia.
- 2018** Rezaei, M, "Identification of selection criteria for suppliers of multimedia call centers in organizations using BSC with DEMATEL approach," To be published in: To be published in: International Conference on Innovation and Research in Engineering Sciences (ICIRES), Georgia.
- 2017** Rezaei, M and Motadel, M, "Evaluating the Establishment of contact center system using BSC with DEMATEL-ANP approach," To be published in: Quarterly Scientific-Research, Shahid Beheshti University.

OTHER QUALIFICATION

ISO9001:2015	URS, Tehran, Iran	2015
ISO1002:2008	URS, Tehran, Iran	2011

LANGUAGES

Persian: Native Language

English: An Intermediate command of English (CEF B1)

WORK EXPERIENCE

Project manager | Tandis Co.

Jul 2015-

- Created and managed master program plan.
- Managed end-to-end project delivery.
- Provided guidance to team and other program managers.
- Responsible for budgeting and forecasting, expense reporting, risk management, status reporting, and execution.
- Develop strategy and architecture for clients in alignment with business plans.
- Collaborate with participants to determine project timeline.
- Review and interpret plans and specifications
- Prepare customer requests for proposals administer/align bids and review pricing

ISO internal audit expert | Tandis Co.

Mar 2011-May 2013

- Draft audit plan for assigned audit projects.
- Document business processes in form of narratives and flowcharts.
- Evaluate business processes and systems for improvement.
- Plan, identify, gather and document audit evidence/data • Analyze audit data in a range of complex and diverse business processes.
- Follow up administrative works on audit evidence as required by senior auditor.
- Draft audit reports according to guidelines and standards.
- Follow up execution of agreed action plans and report on progress.

CRM expert | Best Vision Co.

Feb 2010-Mar 2011

- Analyzing data to find ways to attract new customers.
- Following data gathering and data mining to update customers' portfolio.
- Following and organizing ongoing projects.
- Forming and preparing applicatory processes to acquire needs of dissatisfied customers and following their request.
- Observing and surveying the customer behavior in order to expose precise solutions for maintaining and developing customer satisfaction.
- Categorizing customers and offering the spacious executive plan to each of them.
- CRM budget management and monitoring of cost and effectiveness of projects.

COMPUTER SKILLS

- Familiar with Python for scripting, automation, and data processing.
- Proficient in Microsoft Project for project management.
- Experienced in Microsoft CRM for customer relationship management.
- Skilled in Microsoft Office (Word, Excel, PowerPoint).

ORGANIZATIONAL SKILLS AND COMPETENCE

- Excellent time management, able to work under pressure and meet deadlines.
- Strong team player with good management skills, enhancing team performance through psychological understanding of team dynamics.
- Capable of collaborating with all levels of personnel, fostering a friendly and goal-oriented work environment.
- Highly self-motivated with a keen interest in adopting new IT technologies.
- Detail-oriented with a focus on accuracy and excellence in all aspects of work.
- Strong communication skills, welcoming challenges with a can-do attitude.
- Skilled in collecting, organizing, and prioritizing project information and data.
- Able to manage corporate dashboards, write analytic reports, and provide corrective advice in project review meetings.
- Expertise in time schedule design and analysis, as well as portfolio-level management reports.
- Proficient in chart design and analysis (S-Curve, IDEF0, DFD, etc.).
- Familiar with Contact Center (CC) concepts and ISO 9001 and 10002 standards.
- Working knowledge of ISO quality assurance procedures.

ACTIVITIES AND INTERESTS

Watching movies, go to theater, traveling and enjoying board games.