

**Job Title: CRE (Client Relationship Executive) / Project Coordinator****Job Summary:**

We are seeking a detail-oriented **IT Project Coordinator** to oversee and organize projects within our IT department. In this role, you will act as the bridge between clients, stakeholders, and team members to ensure projects are completed on time, within scope, and budget.

The ideal candidate will have strong organizational, communication, and multitasking skills, along with a solid understanding of IT processes and project management tools. This is an excellent opportunity for someone who thrives in a fast-paced, team-oriented environment and is passionate about technology and problem-solving.

Key Responsibilities :

- Onboard new clients by setting up projects/tasks in PMS with estimated hours and updating necessary details, while training developers on project information access.
- Forward client messages to developers, simplify language as needed, provide timely updates on task completion, and address delays with explanations.
- Monitor tracked hours, ensure consistent quality, and coordinate client-developer calls as necessary.
- Oversee project activities using tools like Sheets, Trello, or client boards, monitor PMS hours, and close idle/completed projects.
- Follow up with clients for new work opportunities, address concerns proactively, and manage escalations to maintain positive relationships.
- Collect payments from clients, track milestones, follow up on pending payments, and maintain records for invoicing and financial updates.
- Generate invoices for projects, manage developer hours, and update the Upwork Work Diary when required.
- Build and maintain strong relationships with clients and developers to ensure smooth communication and collaboration.

Required Skills and Qualifications :

- Preferably IT background/Computer Engineering
- 1-4 years of relevant experience required.
- Proficient with Project Management Software.
- Planning and forecasting
- Creativity & innovation.
- Time-management skills.
- Problem-solving skills.
- Change management skills.
- Leadership and Team Management.
- Exceptional written and verbal communication skills
- Strong negotiation skills
- Organizational skills and the ability to work under pressure
- Competency in the use of business applications and collaboration tools, including but not limited to the Microsoft suite of applications (Excel, -Word, Asana, Trello, Jira, Clickup, Monday.com) and Google Workspace suite of products.

Work Location: Surat (Onsite Only)**How to Apply:**

- Email your resume to hr1.dynamicdreamz@gmail.com
- Use "CRE Application – [Your Full Name]" as the subject line.