

Aishwarya Bidwe

Team Lead | Project Coordinator

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Nationality: Indian

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PERSONAL DETAILS

Current Location: Dubai, UAE

Visa Status: Visit visa valid until **July 2025**, open to full-time opportunities

Date of Birth: 21st April 1996

PROFILE SUMMARY

- 4.5+ years of hands-on experience in **audio localization, eLearning production, and team coordination**.
- Proven track record of managing **end-to-end audio workflows** using **Adobe Audition** across multilingual projects in 15+ languages.
- Led a team of 12+ editors and coordinators, driving a **30% increase in efficiency** through structured task planning.
- Skilled in using **Microsoft Excel** for project tracking, task allocation, and resource management across high-volume workflows.
- Delivered over 100+ eLearning modules with **99% QA pass rate**, consistently meeting or exceeding SLAs.
- Known for resolving technical production issues, minimizing rework by 40%, and standardizing quality control processes.
- Recognized internally for leading the **seamless execution of time-sensitive, multilingual rollouts** and mentoring new team members.
- Successfully promoted from Project Coordinator to Team Lead, demonstrating **strong leadership, reliability, and operational excellence**.

WORK EXPERIENCE

Localize software PVT. LTD. | Indore, India

Dec 2023 – Jan 2025

Team Lead – Audio Localization

Localize a2z is a UAE-based ISO-certified language solutions provider delivering multilingual eLearning, localization, and voice-over services to global clients across 100+ languages. I'm responsible for:

- Led a **team of 12+ audio editors and coordinators** in delivering high-quality localized audio content for eLearning and multimedia projects.
- Oversaw project planning, task delegation, and performance monitoring to ensure adherence to timelines.
- Acted as the key point of escalation for production issues, technical challenges, or bottlenecks in the post-production workflow.
- Supervised and reviewed final audio output to ensure it met technical specifications and script alignment.
- Conducted **weekly production reviews**, updated management on progress, and provided strategic input for process improvement.
- Trained and mentored new team members on **Adobe Audition**, audio editing workflows, and localization standards.
- Collaborated with internal QA and project teams to support final integration and delivery of client-ready content.

Key Achievements:

- Elevated team performance, achieving a **30% increase in output efficiency** without compromising on quality.
- Reduced file errors and rework incidents by **40%** by standardizing review checklists and implementing structured team workflows.
- Played a key role in **cross-training team members**, ensuring project continuity during high-volume periods or resource shortages.
- Received internal recognition for **leading seamless execution** of a high-stakes multilingual eLearning rollout within tight deadlines.
- Successfully transitioned from Coordinator to Lead within the same team, reflecting high performance and leadership potential.

Project Coordinator

- Elevated team performance, achieving a **30% increase in output efficiency** without compromising on quality.
- Reduced file errors and rework incidents by **40%** by standardizing review checklists and implementing structured team workflows.
- Played a key role in **cross-training team members**, ensuring project continuity during high-volume periods.
- Received internal recognition for **leading seamless execution** of a high-stakes multilingual eLearning rollout within tight deadlines.
- Used **Microsoft Excel** to maintain detailed project trackers, resource sheets, and daily task status reports.
- Conducted technical and formatting checks on raw and edited audio to ensure clarity and synchronization.
- Supported internal teams by ensuring all edited files were QA-ready and organized for seamless production handoff.

Key Achievements:

- Managed editing operations for over 100+ localized eLearning modules across 15+ languages with a 99% QA pass rate.
- Spearheaded internal best practices for file management and quality tracking, adopted by the wider production team.
- Recognized for maintaining zero missed deadlines in high-pressure delivery environments.

Teleperformance | Indore, India

Aug 2016 – Dec 2019

Customer Care Executive

- Provided customer support for key clients, including **Uber** and **SingPost**, ensuring high-quality service and timely resolution of issues.
- Managed inbound and outbound calls, addressing customer queries, complaints, and service requests professionally.
- Collaborated with internal teams and client representatives to resolve escalations effectively.
- Utilized CRM systems and call center tools to manage workflows and reporting efficiently.

Key Achievements:

- Achieved an average customer satisfaction rating of **95%** while handling **Uber and SingPost International** accounts.
- Handling 3 international chats at a time for resolving customers queries.
- Consistently met or exceeded monthly performance targets and service-level agreements (SLAs).
- Supported onboarding and training of new team members, improving team efficiency and customer service standards.

EDUCATION

Devi Ahilya Vishwavidyalaya (DAVV) | Indore, India

2017 – 2019

Master of Business Administration (MBA) – HR & Finance

Devi Ahilya Vishwavidyalaya (DAVV) | Indore, India

2014 – 2017

Bachelor of Commerce (B.Com Taxation)

SKILLS

- Project Coordination
- Audio Editing (Adobe Audition)
- eLearning Localization
- Voice-Over Workflow Support
- Cross-Functional Collaboration
- Team Leadership
- MS Excel – Tracking & Reporting
- SOP Implementation
- Quality Assurance
- Deadline & Workflow Management

ADDITIONAL DETAILS

Linguistic Abilities: English (Fluent) and Hindi (Native)

Notice Period: Available Immediately

Driving License: Issued in India

References: Available upon request