

SURESHKUMAR S

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PROFILE SUMMARY

Over 14 years of rich, end-to-end production management system and Business Analysis experience in the IT Enabled and BPO/KPO Services E-publishing industries.

Solutions-driven business analyst with experience leading cross-functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals. Seek opportunities to transform company practices into fresh, cost-effective solutions leading to more efficient operations.

Instrumental in scoping and transitioning new projects with appropriate workflow from publisher ensuring smooth operations and effective knowledge transfer to the teams.

KEY SKILLS

- ❖ Business Analysis.
- ❖ Customer Relationship Management.
- ❖ Root Cause Analysis Issues Reporting.
- ❖ Leadership skills.
- ❖ Problem-solving skills.
- ❖ Time management.
- ❖ Analytical Skills.
- ❖ Team Management.

EDUCATIONAL QUALIFICATION

- ❖ SSLC from Higher Secondary School, Kilkodungalore, April'2001.
- ❖ D.C.T (Diploma in Computer Technology) from Adhiparasakthi Polytechnic College, Melmaruvathur, April'2004.
- ❖ B.C.A (Bachelor of Computer Application) from Madras University, Chennai, April'2009.
- ❖ Currently pursuing M.B.A (Master of Business Administration) from Madras University, Chennai.

CURRENT EXPERIENCE

Current Concern: TNQ Book and Journals Pvt. Ltd., Chennai.
Designation: **Managing Editor (project coordinator)**
Period: June 2020 to Apr 2022,
Address: Plot No. 4/600, Phase II, Dr. VSI Estate,
Kottivakkam, Thiruvannamiyur, Chennai-041.

PREVIOUS EXPERIENCE

Previous Concern: Newgen knowledge works pvt ltd., Chennai-41.
Designation: **Assistant Manager**
Period: June 2019 to December 2019.

Address: No. 2/579, Singaravelan Salai Rd, Ranjith Nagar, Neelankarai, Chennai-41
Previous Concern: SPI Technologies India Private Ltd., Chennai-89.
Designation: **Senior Quality controller**
Period: March 2018 to June 2019.
Address: DLF SEZ IT Park, Block 6, 1st & 7th Floor 1/124,
Shivaji Gardens, Manapakkam, Chennai-89.

Previous Concern: Newgen knowledge works pvt ltd., Chennai-41.
Designation: **Team Leader**
Period: December 2007 to October 2017.
Address: No. 2/579, Singaravelan Salai Rd, Ranjith Nagar,
Neelankarai, Chennai-41.

Newgen knowledge works pvt ltd (Dec 2007 to Dec 2019): Worked as a Pagination using software in XML Professional Publisher (XPP pagination software) using the XML file from the client Dec 2007 to July-2009. Worked as a xml, pagination, proof reading, QC handle the one person and getting the production as (Member - Centre of Excellence) from Aug-2009 to Mar-2011. Scheduling deliveries, coordinating and getting the production as Centre of Excellence (COE) - Team Leader (Books Production Department) from Apr-2011 to Oct-2017 and Production team coordination as Assistant manager from June 2019 to December 2019.

WORKED WITH VALUED CLIENTS (BOOKS AND JOURNALS)

- ❖ Wolters Kluwer Law & Business (Aspen), Kluwer Law International (KLI) and Wolters Kluwer health (WKH).
- ❖ Oxford University Press (OUP), Cambridge University Press (CUP), Taylor & Francis.
- ❖ (Springer) - Springer Nature Group (Health Information Science and Systems).
- ❖ (Elsevier) - Elsevier health sciences (HS) / Elsevier Science & Technology (S&T).
- ❖ EMERALD, McGraw-Hill, SAGE Publications, Royal Society of Chemistry (RSC).

ROLES AND RESPONSIBILITIES - MANAGING EDITOR (PROJECT COORDINATOR)

- ❖ Responsible for Job Analysis, Quality Control, Project Management, and Customer.
- ❖ Allotting jobs from first stage to last shipment stage.
- ❖ Communicate project manager and subcontractors.
- ❖ Taking care of analyzing the input files of project, query handling if anything inadequacy for project processing, project lunch meeting and executing.
- ❖ Responsible for Daily Production Target.
- ❖ Coordinating with the team and trouble shooting in templates and production.
- ❖ Responsible for the development and maintenance of the Standard Operating Procedures (SOP) across teams and processes.
- ❖ Root Cause and Internal Compliant Analysis (delayed production as well as poor quality
- ❖ Assisting for Template and Specs creation.
- ❖ Interacts with other departments (Pre editing, Graphics, Pagination, Quality) to ensure compliance with specification and to facilitate the acceptance of performance.
- ❖ Participation CFT, FTR and kaizen quality control all the errors and directions through it.
- ❖ When quality standards are not met, will instruct workers on how to address the issues or recommend different production techniques to supervisor.
- ❖ Ensure that all projects are delivered on-time, within scope and budget.

- ❖ Schedule tasks and agreed processes, monitor and update these regularly while also highlighting any delays.
- ❖ Collaborating with operations leaders and managers to develop and implement controls and improvements.
- ❖ Review the operations on a daily basis, ensuring schedules are met and all tasks are accomplished.
- ❖ Generating and maintaining reports based on job inflow (First Pass, Revises & Finals) and allocating resources for production).
- ❖ Alarming the support teams based on the priority of requests and allocating resources for resolution.
- ❖ Documented solved problems, and frequently asked questions.
- ❖ Finding out the root cause of the errors and taking measures to solve it in best possible way.
- ❖ Managed a high-volume workload in a deadline-driven environment.
- ❖ Finalizing the proofs with Quality checking and Quality assurance as per client requirements.

ROLES & RESPONSIBILITIES (ASSISTANT MANAGER)

- ❖ Maintained project schedules by managing timelines and making proactive adjustments.
- ❖ Supervised team and provided feedback on performance.
- ❖ Foresee project delivery issues and problems.
- ❖ Resource planning for new projects.
- ❖ Communicate with clients, project manager and subcontractors.
- ❖ Identify & troubleshoot production queries, across multiple projects with a close watch on deadlines.
- ❖ Clearing client queries which are based on requests for guiding them complete the required processes from their end.
- ❖ Analyze the actual performance against the plan and make adjustments consistent with plan objectives.
- ❖ Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.
- ❖ Submitted reports to senior management to aid in business decision-making and planning.
- ❖ Trained team members in successful strategies to meet operational and production targets.
- ❖ Monitored employee performance and developed improvement plans.
- ❖ Ability to understand the Technical aspects of production in related fields and helping the service team to meet their objectives on time and on budget.
- ❖ On boarded new employees, including training, mentoring and new hire documentation.
- ❖ Compiled scope and schedule reports to help senior leaders effectively plan business direction and operational strategies.
- ❖ Communicated with managers of other departments to maintain transparency.
- ❖ Applied customer feedback to develop process improvements and support long-term business needs.
- ❖ Quick study, with an ability to easily grasp and put into application new ideas, concepts, methods and technologies.
- ❖ Ensure with quality and schedules are on par with client expectations.
- ❖ Day-to-day communication with relevant production teams for efficiently getting the job done.
- ❖ Knowledge sharing and guidance to the team with day-to-day updates.
- ❖ Reporting to the production head and Deputy Manager.
- ❖ Monthly and weekly report creation to meet stakeholder requirements.
- ❖ Responded to customer concerns, working with team to achieve customer satisfactions.

ROLES & RESPONSIBILITIES (TEAM LEADER)

- ❖ Job Analysis (Ensure the client memo, analyzing author's material and specification).
- ❖ Shift wise dispatch plan.

- ❖ Tracking sheet reports for every two hours.
- ❖ Project time taken reports.
- ❖ Managing a team that is responsible for the overall quality of the books and processed template creation, revises and finals checking.
- ❖ Generating error analysis reports after review meetings.
- ❖ Regular monitoring of the team's performance and reporting to the management.
- ❖ Ensuring quality for typeset books being processed.
- ❖ Follow up with the support teams (inputs, coding, and customer support).
- ❖ New Customer/Project analyzing.
- ❖ Customer Query Reply handing.
- ❖ Positive and Negative Feedback Handing.
- ❖ Spec analyzing for new templates.
- ❖ Producer quality deliverables with zero/minimal error.
- ❖ Tracking day-to-day production (Highest priority jobs and fast track Projects).
- ❖ Page proof and Revision Handling (Author's alteration checking).
- ❖ Printer File (ensure the final quality with pre-flight).
- ❖ Checklist preparation on various stages (such as proof-reading, page proof, revises, printer file, etc.).
- ❖ Debugging the Template (for achieving the better quality and time consumption).
- ❖ Customer Feed Back Analysis (for making CAPA—Corrective Action and Preventive Action).
- ❖ Creating team performance report monthly.

ROLES & RESPONSIBILITIES (SENIOR QC/QUALITY ANALYST)

- ❖ Responsible for ensuring the standard of proofs according to the prescribed job standards and requirements.
- ❖ Measure dimensions, spacing and positioning of page elements to verify conformance to specifications.
- ❖ Coordinating with the team and trouble shooting in the production.
- ❖ Checking of Bleed, Safety zone.
- ❖ Checking of Trim size and Margins with Spec.
- ❖ Checking of Trim size of each and every FM items.
- ❖ Checking for compositor notes.
- ❖ Layout checking (Color, Font, point size, Leading, Bold, Italics, above/below space, column alignments).
- ❖ Checking of mails, special instructions and global corrections.
- ❖ Checking for each and every item to style check against spec and sample.
- ❖ Checking of Zero error zones (Running head, Source line, Page continuity, Foot note numbering and FM (i-iv)).
- ❖ Word by word reading have to be done for the first four pages in the FM part.
- ❖ FM - Copyright year/ISBN/Book title to check with MS.
- ❖ Checking of Mathematical expressions/ Mathematical braking/Special characters against the Author Original.
- ❖ All the queries/Query Nos. have been checked for correctness of both the text and sequential numbering.
- ❖ Checking for Tables/Boxes/Figures (in-line and floats)
- ❖ Checking for Image for Correctness/cutting.
- ❖ Non-print items (Abstract & Key words).
- ❖ Checking for image is B/W, Color in print.
- ❖ Checking for Placement of floats if repagination for revises stage.
- ❖ Ensure the previous and next word not changed to the edits given occurrences for every revises stage.
- ❖ Validate Author query and update AQ if necessary for revises stage.
- ❖ Checking for Edit correction: sticky notes, comments, annotations, hand written and special alternation to coding/tagging/styling related comments/corrections.
- ❖ Check with compare PDF for every page proof stage, revises stage and finals stage.
- ❖ Cover Page (knockout and overprint and measurements).

- ❖ Checking for print file Color Separation/Overprint.
- ❖ Checking for final print file Pitstop error log.

ROLES & RESPONSIBILITIES (PROOF READER)

- ❖ Familiarity with the standard proof reading symbols.
- ❖ Apply customer's style specifications and one to one matching of the editorial content.
- ❖ Comparison of the author's manuscripts with the typeset proofs.
- ❖ Validating and checking the copy-editor's markings.
- ❖ Spelling mistakes, consistency, logical & factual errors.
- ❖ Breaking and alignment of equations.
- ❖ Consistency in variables and notations.
- ❖ Cross-referencing of figures, tables and boxes and proper placements of floats nearer to their citations.
- ❖ Typesetting rules and page make-up guidelines.
- ❖ Raise queries to concerned department involved in other stages of production & to authors.

ROLES & RESPONSIBILITIES (PAGINATOR)

- ❖ Experience in composition of STM Books and School books.
- ❖ Exposure to XML first workflow in XML Professional Publisher (XPP) software.
- ❖ XPP document using pre-defined macros.
- ❖ Understand layout specifications and instructions very clearly and carry those in the jobs allocated and ensure highest quality at all times.
- ❖ Checking with all the styles applied correctly as per the style template and inserts all the images, tables as per the style specification.
- ❖ Understand in proofreading and style checking Corrections.
- ❖ Ensuring PDF compare process is done at every stage of production and all corrections are properly carried out and no errors.
- ❖ Knowledge in preflight checking and prepress techniques.

ROLES & RESPONSIBILITIES (XML CODER)

- ❖ Responsible for converting Doc files to XML format.
- ❖ Experience in handling XML across customers and DTDs.
- ❖ Data processing, XML / HTML conversion / tag coding.
- ❖ Running scripts and batch files.
- ❖ Compare conversion tools where required.
- ❖ Epsilon Editor.
- ❖ Validate the XML files.
- ❖ Deliver a file with error-free output.

QUALITY CHECK PLATFORMS – BOOKS AND JOURNALS

- ❖ 3B2
- ❖ InDesign
- ❖ LaTeX
- ❖ Quark
- ❖ XML Professional Publisher (XPP).

SOFT SKILLS

- ❖ Positive minded, Enthusiastic and Pro-active.
- ❖ Trained to handle and work under tremendous pressure producing quality results.
- ❖ Trained to use the available resources at highest order.
- ❖ Hunger for learning and open for further training and development by maximizing the usage of available opportunities.
- ❖ Proficient in Microsoft Office, Windows and a computer savvy.

LANGUAGE AND COMMUNICATION

- ❖ English – Read, Speak and Write
- ❖ Tamil – Read, Speak and Write

IT SKILLS

- ❖ Typewriting – Lower
- ❖ MS-Office 2010, Open office 4.0
- ❖ Languages – XML, HTML/CSS, C, C++, Java
- ❖ Operating systems – Windows 2000/XP/Windows 8.0, 10.0.
- ❖ Web Technologies – HTML, XML, epub, iBooks Author.
- ❖ Tools: MS Office (Excel, PowerPoint, Word), JIRA, Epsilon xml editor, xml spy,
- ❖ ADOBE Technologies – Adobe InDesign, Adobe Acrobat professional 9.0, Adobe InDesign, Adobe Digital Editions (e-book reader software), Adobe Photoshop, Adobe Illustrator.

PERSONAL STRENGTH

- ❖ Punctuality
- ❖ Responsibility
- ❖ Optimistic with creativity
- ❖ Learning attitude for new things
- ❖ Ready to flexible shifts
- ❖ Leading Quality
- ❖ Capability of situation handling
- ❖ Extending working hours according to job delivery.

MYSELF

- ❖ Assertive and self-esteemed
- ❖ Hardworking
- ❖ Reliable and devoted.

INDIVIDUAL INFO

Name: Sureshkumar S
Date of Birth: 28-01-1985
Nationality: Indian
Gender: Male
Languages Known: Tamil and English
Marital Status: Married
Permanent Address: No. 125, Pillayar Koil Street, Velacherry (VILG),
Kilkodungalore (P.O), Vandavasi (T.K),
Thiruvannamalai (DIST) - 604 403.

DECLARATION

I do hereby solemnly declare that all the information mentioned above is true to my best of my knowledge and belief.

Place: Chennai

Date:

(Sureshkumar S)