

RESUME

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Professional Summary

- 10+ Years of experiences in Publishing Technology and Services in Integra Software services Private Ltd. with various Roles from December 2011 to till date.
- **Various Roles Including:**
 - XML troubleshooting, DTD analysis and Spec preparation for various kinds of Project.
 - 3b2 Typesetting and troubleshooting.
 - Team Leader and handling the team of 25 associates as a lead.
 - Quality Lead and handled overall quality in TandF journals across stages from Pre-editing to Finals.
 - Senior Team Leader in TandF Dove Journals handling a team of 50 associates as a lead and **Preparing Dash board for 3 TLs and 1 Quality Lead and preparing the KPI reports for Clients Bi-weekly calls.**

Taking up the challenges in production process and finishing within SLA and Responsible for the deliverables and maintaining the consistent TAT.

Provided Training to fresher's and prepared workflow document for client's new projects and shared automation points to cross functional team to fix in tool/templates to avoid manual touch by the users.

Analyzing the client complaints and provide root cause and implementing the action plans based on the root cause.

Responsible to verify the production issue on daily basis and reporting the same to Lead and manager and fix validation for repeated issues with technology support.

Skills: Excel, PPT, outlook, English (Read, Write and Speak), KPI report.

Highlights: Customer Appreciations

- Provided Production Work flow demo to client on both TandF and DOVE Journals.
 - February 20, 2019 we went live with the XML workflow for 40% of Dove journal content, followed by the rest in March. **Since then we have published 67,672 pages as at early Feb 2020.**
 - Speed of publication has improved from 54 days to 22 days.
 - Regular right first time analysis has resulted in a drastic reduction in defects.
 - Regular RFT calls with production and technology has reduced average number of revision cycles.
 - **"The suitability of the online tools and the quality of the published papers is very good."**
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Working Experiences:

Journals Worked: TandF, Dove, NeckPlus and BMJ.

Senior Team Leader – February 2019 to till date

- Creating Dashboard for daily performance and sent to Manager.
- Planning the resources based on daily inflow for each shift on daily basis. Creating performance report(KRA) for TLs to achieve their daily productivity.
- Maintaining the key matrices report [**Daily Inflow, Day Capacity, OTD%, SLA, TAT, Internal/External RFT, and Defects report**] to display to our production review meeting with my General Manager on Every Monday and Friday.
- Goals were fixed for the operators as(QPR) one of the parameter RFT scores for doing the articles right at first time. Plan to improve their Productivity and Quality.

Quality Lead - 2018 to 2019

- Monitoring Rework areas and addressed for proper solution through 7QC tools, 8D, DMIAC approaches and 4M.
- DMX updates on QMS and sending for T&E to automate.
- Job Analysis for new projects, collecting title instructions based on job families and arranged meeting with cross functional team for new elements.
- **Control Quality** – Rise CCA, ICA and defects tracker Monitor quality during production process, internal quality feedback reports.
- Provided Training, Monitoring and Mentoring fresh proof readers.
- Preparing Process document/checklists for customer division/new services for different stages.
- PM/PE/supporting job families mails – Clarification and analysis on the customer feedback mails.
- Provided Do's and Don'ts document based defects report to the users.

Cell Lead – 2016 to 2018

- Having good knowledge in excel, PPT, Communication and People Managerial Skills.
 - Assigning **Right Job to Right Person** to meet the customer cut off, increase OTD% and maintain the consistent TAT.
 - Will Co-ordinate with shift handovers.
 - Every day while shift beginning all the users are called for standby meeting and sensitize the issues and impact of previous day issues, and show case their productivity in Dash board.
 - Refreshment training was provided to bottom performer to improve their skills.
 - **Positive notes:** I have personally gone through on our employees of their different views and thoughts and have preparing to take some steps for molding them to achieve in future projects.
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3b2 Typesetter and troubleshooting the issues from 2014 to 2016

XML Operator

November 2011 to 2014

- DTD / Schema Analysis, Input analysis & Sample preparation for various kinds of Project.
 - Quick Troubleshooting & Implementing Innovative process & ideas.
 - Process improvement & Problem Solving Techniques.
 - Good knowledge in TeX, Mathtype and MathML.
 - Analysing new technology and vertical implementing the same.
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Education

- B.E. (ECE) from Anna University Tiruchirappalli with 69% in the year of 2011.