

NIRAJ KUMAR

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Experienced Publishing Professional | Experts in Proofreading | Print & Digital Advertisement | Mentorship Leader | Team Manager

Professional Experience: -

Last Employer:

Coforge Limited

SEZ Noida Campus, Tech Zone, Plot No. 2 & 2A
Yamuna Expressway, Greater Noida, UP-India

Last Designation:

Asst. Manager - Operations

Working Duration:

April 2022 to June 2023

- Collaborated closely with the Creative team to ensure timely project delivery, consistently meeting defined Service Level Agreements (SLAs).
- Successfully interpreted and fulfilled client expectations and requirements, proactively planning for training to enhance team capabilities.
- Implemented technical solutions to streamline processes, significantly reducing manual effort and enhancing efficiency.
- Maintained continuous engagement with clients to understand their perceptions, fostering strong relationships and identifying opportunities for additional projects.
- Developed and maintained monthly dashboards to track project progress, ensuring alignment with client expectations.
- Spearheaded the identification of new service offerings, proposing and implementing additional lines of services to expand business capabilities.
- Acted as the primary point of contact for various operational needs including asset allocation, transportation logistics, and maintenance scheduling.
- Updated and managed risk-ranking and delivery dashboards, providing comprehensive monthly reports to senior management.
- Managed billing processes, meticulously preparing and submitting accurate data to clients for approval, ensuring smooth financial transactions.

Previous Designation:

Team Lead – Operations

July 2019 to April 2022

Was managing a team of 40+ associates and responsible for client, delivery & team management.

Joined as:

Quality Control

July 2019 to April 2022

- Managed quality control and proofreading processes for advertisements across print and digital platforms, ensuring adherence to typography, instructions, style, and specifications.
- Implemented a "Right at First Time" approach to maintain high standards despite tight deadlines, consistently delivering error-free content.
- Played a key role in grooming and mentoring the design and quality control teams, fostering a culture of continuous improvement and excellence.

Previous Experience:

Employer: Express KCS
Phase IV, Udyog Vihar, Sector 18
Gurugram, Haryana 122016

Last Designation: Sr. Mentor - QA
Working Duration: Sept. 2007 – Oct. 2011

- Managed quality control and proofreading processes for advertisements, ensuring adherence to typography, instructions, style, and specifications.
- Played a key role in grooming and mentoring the design team, fostering a culture of continuous improvement and excellence.

Employer: Cyber Media (India) Ltd.
Cyber House B-35 Sec-32
Gurgaon (NCR Delhi), Haryana 122001

Last Designation: Proofreading Specialist
Working Duration: Feb 2006 - Sep 2007

- Specialized in proofreading financial documents to ensure accuracy and consistency in content.
- Collected and compiled data for the Yellow Pages directory, supporting accurate information dissemination.
- Assisted the sales team by gathering pertinent information for new business development initiatives.

First Employer: TechBooks International (now Aptara Inc.)
A 37, Block A, Sector 60
Noida, Uttar Pradesh 201301

Last Designation: Proofreader
Working Duration: December 2004 – February 2006

- Initiated career at Aptara (formerly TechBooks International) as a fresher, receiving comprehensive training in proofreading financial documents.
- Developed foundational skills in proofreading and ensuring accuracy in financial content through structured training and mentorship.

Key Skills: -

- CMS Expertise: Xpance, AdWatch
- Publishing
- Proofreading
- Shift Planning & Team Management
- Operations: Production Planning
- Graphic Designing
- Typesetting
- Client Management
- Communication
- Creativity
- Strategic Thinking
- Power BI
- Adobe Acrobat
- Quality Control
- Coaching & Mentoring

Professional Qualification: -

eMBA from Mangalam School of Management & Technology, Delhi (2015-17).

Academic Qualification: -

Graduation (Commerce) from VKSU, Arrah (Bihar) in 2003.

Senior Secondary (Commerce) from BIEC, Patna in 1999.

Higher Secondary from BSEB, Patna in 1997.

Desired Job Details: -

Salary Package:	8.52 Lakhs (Last CTC)
Expected Salary:	Negotiable
Availability:	Ready to Join as soon as possible

Achievements: -

- Promoted to Asst. Manager – 2022
- Promoted to Team Lead – 2019
- Award of Excellence winner for the year 2016 & 2017 (NIIT Technologies)

Personal Details: -

Mother's Name:	Smt. Indu Devi
Date of Birth:	28th Dec. 1982
Marital Status:	Married
Blood Group:	O ⁺
Nationality:	Indian

Date:

Place:

(Niraj Kumar)