

## **RISHABH MITTAL**

Raj Avenue, DLF Colony, Ghaziabad-201005|7982680103|

Mittalrishabh06@gmail.com

Date of Birth: 10<sup>th</sup> January 1997

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Currently, I am working with APTARA as PROJECT MANAGER for higher education. I work closely with authors and vendors for onshore copy editing and proofreading process.

In addition to that I also work closely with the production team to ensure highest standard content production as a PM.

My key responsibilities include managing author relationships, performing data analytics, conducting quality assessments, overseeing onshore operations, and coordinating with production editors. Additionally, I have played a pivotal role in documenting processes and workflows for invoicing and maintaining operations.

I am seeking an opportunity to leverage my strengths to advance my career and achieve excellence in the publishing domain. Recognized for meeting stringent deadlines and contributing to my company's success, my strengths include networking, multitasking, coordinating and communicating with external customers, data analysis, and troubleshooting.

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### **WORK EXPERIENCE:**

#### **APTARA**

##### **Project Manager:**

June 2023 – Present

Working as a designated Project Manager and the KRAs are as follows:

- To make sure that SOPs should be created and updated for the process are being followed throughout the team and manage timely acknowledgment and response to emails from clients and stakeholders.
- Promptly assign freelancers within agreed timeframes, communicating any delays transparently.
- Act as the central point of contact to facilitate seamless coordination between onshore teams, promptly resolve stakeholder queries and concerns, and implement escalation protocols for efficient issue resolution.
- Monitor and manage freelancer workload to ensure equitable distribution of tasks. This involves regularly assessing the workload of freelancers, assigning tasks based on their availability and skill sets, and adjusting assignments as needed to maintain balance and prevent overload. Additionally, communicate effectively with freelancers to ensure clarity on task priorities and deadlines, and provide support or guidance as required to facilitate successful task completion.
- Compile documentation to verify compliance with client feedback and instructions, develop and share comprehensive schedules tracking Work in Progress (WIP).
- Generate reports (RAG report, P&L reports, etc.) and curate data for presentations involves collecting, analyzing, and summarizing relevant information to create insightful reports and visually engaging presentations. Additionally, leading improvement projects aimed at enhancing operational efficiency entails identifying areas for improvement, developing

strategies, coordinating with stakeholders, and overseeing the implementation process to ensure timely delivery of results within set deadlines.

- Manage the monthly target of invoices, ensuring targets are met through timely tracking and coordination with teams. This involves closely monitoring invoicing processes, collaborating with team members to address any bottlenecks or delays, and implementing strategies to meet or exceed monthly targets. Additionally, maintain accurate records and documentation of invoicing activities to facilitate tracking and reporting.
- Effectively managed the comprehensive operations of freelancers, which involved coordinating the onboarding process, finalizing compensation packages, overseeing contract signing, processing invoices, allocating work assignments, and addressing various grievances to ensure smooth and efficient workflow and maintain high levels of freelancer satisfaction.

### **ABP Learning Technologies Pvt. Ltd.**

#### **Content Manager:**

September 2021 – June 2023

Working as a designated CONTENT COORDINATOR and the KRAs are as follows:

- Commission authors in different subjects for classes 9<sup>th</sup> to 12<sup>th</sup>, CUET, JEE and NEET.
- Identifying the issues in the current process of acquisition and transfer to QC thereby innovating on it to improve process efficiency.
- Coordinate with all stakeholders within the organization and outside to acquire high quality and appropriate content. To manage the repository as per the proposed SOP and provide seamless information to content team.
- Developing the operation system for vendor management and working on the MIS to ensure proper data management and workflow between the external and the internal team.
- Have worked on defining parameters and algorithm for making system adaptive so that each student can have a unique learning path.
- Coordinate with users and customers for feedback and improvement areas, especially in CUET segment. I have the ability and temperament to carry out this task.

### **ACADECRAFT Pvt. Ltd.**

#### **Quality Analyst/Team Manager**

Aug 2019 – Sep 2021

Worked as a designated QUALITY ANALYST- MATHEMATICS and a TEAM LEADER managing a team of 45 experts.

- Managed the textbook solutions, content creation, and ALT text project with the inhouse team.
- Coordinated with all the stakeholders to set up deliverables.
- Meet all the deadlines and make sure the quality should be meet as per the client requirement.
- Worked on textbook solutions, both on Microsoft Word and on Google Docs
- Quality check on projects related to video solutions.
- Reviewed and proofread content on article writing projects.
- Reviewed You tube educational videos.

## **NUMERADE**

Worked at Numerade as a freelanced content expert.

- Created video solutions of mathematics up to the class 10<sup>th</sup> for US books.

## **CHEGG**

Worked at Chegg as a freelanced Content expert.

- Create the solution for class 12<sup>th</sup> mathematics for US and Indian Books

## **Private Tutoring**

- 5+ years teaching experience as a private tutor.

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## **ACADEMICS:**

<b><u>Course</u></b>	<b><u>Board/University</u></b>	<b><u>School/College Name</u></b>	<b><u>Year of Passing</u></b>	<b><u>Percentage</u></b>
10 <sup>th</sup>	U.P Board	S.D Inter College	2012	85%
12 <sup>th</sup>	U.P Board	S.D Inter College	2014	78%
B.Sc. Maths (H)	Choudhary Sharan Singh University, Meerut	D.N Degree College, Meerut	2017	60%
M.Sc Maths	Choudhary Charan Singh University, Meerut	D.N Degree College, Meerut	2019	89%

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## **Technical Skills:**

- Content research
- MS Office: Word, Excel (intermediate), PowerPoint
- Mathematics Software: - LaTeX, KaTeX, MathType
- Bloom's Taxonomy

## **Other Skills:**

- Excellent interpersonal and decision-making skills
- Leadership qualities to motivate and direct a team in the right direction
- Good communication skills

## **Participation & Certificates:**

- Group Leader to direct and lead a team of 8 people in the College Annual Fest
- Participated in the INTERNSHIP CAMP of INNOVATION IN SCIENCE PURSUIT FOR INSPIRED RESEARCH at Ghaziabad in 2013