

RESUME

VENITHA PRIYA NADAR

Date of Birth : March 20, 1994
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Marital Status : Married
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Educational Qualifications

EXAMINATION	BOARD/ UNIVERSITY	YEAR OF PASSING	PERCENTAGE %
B. Com (IT)	MUMBAI	2015	Class I
HSC	MAHARASHTRA	2012	Class II
SSC	MAHARASHTRA	2010	Class II

Additional Qualifications

- Certified MS-CIT course
- Diploma in certificate course in Tally (9.2)
- Advanced Excel
- Basic Digital Marketing (Free certification from Great lakes)

Career Objective

To obtain the position of Project Manager where I can apply my experience in Project Management/ Technical Support and make a significant contribution in organizing and controlling project management activities.

To seek a challenging career in an organization having the environment that encourages learning & provides exposure of new technologies, to achieve professional and personal growth.

Achievements and Recognition

- Won 1 Star Award, 3 spot reward and 5 Appreciation certificates for excellence in work in Lionbridge.
- Won 2 spot reward and 3 Appreciation certificates for excellence in work, dedication & hard work with good quality in eClerx.
- Have provided few innovative ideas for process development and got implemented the same.

Professional Summary

- Overall experience of 8 years in project management, operations, Digital Marketing, Content creator, coordination and reporting.
 - Professionally committed and responsible for day-in – day-out activities.
 - Handling multiple responsibilities and tight deadlines at same time.
 - A Punctual, Innovative, strong team player, adapt at supporting team members to achieve personal and professional goals.
 - Ability to analyse complex requirements and suggest solutions using past experiences.
 - Experience in Project Management, Client Handling, time management, planning/ scheduling and known for being responsible, organized and stress resistant.
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Organizational Experiences:

- ❖ Currently working in Accenture as a Digital Project Manager (DPM) in ecommerce and Pharma operations from 06th June 2022 to till date.
- Tools Used:
 - I. Workfront/ SynOps for Projects receiving, tracking and delivery (Workspace)
 - II. Google – mail, drive, chats, meet, etc. tools for communication and delivery
 - III. Content Management System (CMS)
 - IV. Veeva Vault PromoMats (Delivery & client approval platform)
 - V. Box for internal File Transfer Platform (FTP)
- Job Description as below:
 - Worked for e-commerce platform for 9 months and now currently working for pharma platform as a DPM
 - Discussion with Client, Global Engagement manager (GEM) and Lab Delivery Managers (LDM) regarding upcoming projects and project requirements
 - Getting on calls and meetings with Client team along with GEM and LDM
 - Providing close inputs/ insights to client as we work closely with production team
 - Understand Client requirements and Guidelines. Prepare briefing for the production team
 - Arrival of a projects via Workfront, downloading of source assets and reference materials and saving it on the sharepoint / google drive
 - Converting the Project into templates for production assignments as per required channel, so it can reach to correct production team
 - Analysis of source materials and reference material that received from client
 - Recognizing the channel/ domain/ scope of work. sending to internal teams for their asset audit, input, queries and time estimate
 - Setting the project to production, planning and preparing Schedule for the project
 - Sharing the deadline with client for deliver
 - Once the Asset files are received, PM QA/ review will be performed
 - After completing production, client delivery takes place via Veeva Vault PromoMats
 - Creating Change Round (CR) form on Workfront if any changes comes on delivered projects
 - Client communication involves delivery date, delays, deliveries, queries to client
 - Leading internal team calls and daily check-ins
 - Sharing daily priority task with the team
 - Guidance or Solving production related queries of team members
 - Making Minutes of Meeting (MoM) from daily sync-up, weekly client call and sharing the information and priority projects/ tasks with internal and Onsite team

- ❖ Worked with the **Lionbridge Technologies Ltd.** as an Associate Project Manager in operations from 04th June 2018 to till date.

➤ Tools Used:

- I. Freeway for order & delivery
- II. Lionbridge Move-It for files transfer
- III. Translation Management System (TMS) to manage workflow/ projects
- IV. Translation (Workspace) to store and use the TMs (Translation memory)
- V. Community Management database (CDB) – Vendor information platform
- VI. Black box tracker (Tracker for Status)
- VII. Gemini for PO & Invoice

➤ Job Description as below:

- Taking lead in delegating new projects to team members
 - Training to new joiners and shadowing them until they start working independently
 - Leading internal team calls and daily check-ins
 - Sharing daily priorities task with the team
 - Guidance or Solving production related queries of team members
 - Making Minutes of Meeting (MoM) from weekly client call and sharing the information and priority projects/ tasks with internal team
 - Updating and maintenance of shared query tracker with client
 - Arrival of a projects via Freeway Orders/Email, downloading of source and reference files from Freeway Orders/Email and saving it on the server/ remote desktop
 - Analysis of source files and reference material that received from client.
 - Understand Client requirements and Guidelines. Recognizing the subject/domain of source, updating PM checklist, sending to internal teams for their input, queries and time estimate for Quote preparation.
 - Quoting and saving the client approved quote docs on server path and Gemini
 - Setting the project to production using unique code called GLO, planning and preparing Schedule for the project
 - Sharing schedule, GLO and Go-ahead to internal team for prepping the files for translation/ production
 - Once the translated files are received, liaise with internal and external team for client review set-up/ LQI/ DTP/ finalization and Language Sign-off.
 - After completing production, client delivery takes place
 - Client communication involves delivery date, delays, deliveries, queries to client
 - Finance management - Issuing PO's to resource/ vendors, invoicing customer PO after project completion, weekly forecasting, month end activities
 - Tracker updating and tracker maintenance.
 - Email Archiving and folder trimming
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- ❖ Worked with the **Accenture Service Ltd.** as Transaction Processing Assistant from 28th April 2017 to 31st May 2018.

➤ Tools Used:

- I. Single Review Tool (SRT)

➤ Job Description as below:

- Understand Client Policies and Guidelines
 - Co-ordinate with the Leads over calls and emails to give insight in case of new updates and/or Trending ads.
 - Review and classify client content
 - Make decisions according to client defined Policies and Procedures
 - Identify improvement opportunities in workflow and suggest solutions
 - Interface effectively with other internal and Client teams
 - Data auditing, creating data reports and monitoring all data for accuracy of all team members
 - Advising on suitability of methodologies and suggesting process enhancement ideas
 - Manage various MIS reports on Weekly & Monthly basis.
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- ❖ Worked with **eClerx Service Ltd.** as an Analyst From 7 September 2015 to 27 April 2017

➤ Tools Used:

- I. Online Site Tool (OST)
II. Global Commerce (GC tool)
III. CQ5 (AEM)

➤ Job Description as below:

- Pick up the request from the Queue and take ownership of the request
 - Identify the exact issue and contact to requestor/client
 - Co-ordinate with clients over calls and emails and get the issue resolved
 - Create weekly Log report by handling large excel files
 - Maintain weekly Dashboard and MMS file
 - Manage various MIS reports on Weekly & Monthly basis
 - Liaise with clients for training on Ad-hoc project and completing it within agreed deadline.
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Declaration:

The information provided above is true to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date : / /
Place : Mumbai

(VENITHAPRIYA NADAR)