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| **Pradeep Kumar****🖁**: 965-003-7303 **🖂:**Pradeep\_dse@hotmail.com 🏠Ghaziabad - 201010 |
| **KEY SKILLS AND COMPETENCIES*** Project Management
* Excel
* Dashboards
* Service Deliveries
* Quality Assurance
* Meeting SLAs
* Client Management
* Contract Management
* Team Handling
* MIS & Reporting

**PERSONAL SKILLS** * Time Management
* Relationship Development
* Influencing Skills
* Positive Attitude

**INTERESTS*** Joggling through various MS Office Management Tools
* Gadget Friendly
* Reading Magazines
* Socializing/Interacting with people from different strata of Society
 | **SKILLS:****Reporting Tool –**Microsoft Excel**SAP:** For invoicing and Client’s billing purpose. Client quotations are used to fetch bills every month**Databases:** MySQL**Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)****Project Management Tools:*** **JIRA:** It is issue and bug-tracking software, which we and our Clients frequently use to track and report bugs.
* **Zendesk:** It is ticketing system for customer service.
* **O2ES:** It is a internal tool, that we use for Invoicing purpose. It includes proposal creation and tracking, mileage tracking, sales-lead management and expense tracking.
* **ACE:** A time-tracking tool specifically for teams. It features day-by-day time sheets, exportable reports (in both PDF and Excel formats), drag-and-drop categories.
* **Wiki:** We use this tool to share files with other users, set access controls for individual pages and folders, add other users to your wiki, monitor and track version changes and more. We store all our Major documents over Wiki.
* **Go2Meeting**and**Arkadin:** Both are Web-conferencing platform that provides collaboration tools for meeting online. Allows us to share our desktop with the Clients, as well as share and present our documents. It has built-in voice-over-IP and teleconferencing capabilities. We use these tools frequently for Demonstration of our products.
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|  | **CAREER HISTORY*** **SilverTouch Technologies Ltd. (CMMI Level 5) (Feb 2019 – Present)**
* ***Implementation of E-Governance (Client: Archaeological Survey of India (ASI))***

**Overview:** E-Governance is integrated ERP system to facilitate complete computerization of core functions of ASI. Core functionality of the ASI is to identify, protect and maintain the Ancient monuments and archaeological sites. They have its Regional Directorates, Excavation Branches, Pre-History Branches, Science Branches, etc across the country.**Role: Project Manager*** Work closely with project sponsor, cross-functional teams, and assigned team leaders to plan and develop scope, deliverables, required resources, work plan, budget, and timing for new initiatives.
* Mentoring Team of 15-20 members.
* Attending regular progress meetings with Senior Managers and Directors.
* Effective client communication through emails and via conference calls.
* Maintaining Status reports on Daily, Weekly and Monthly basis.
* **MPS Fulfillment (Apr 2018–Jan 2019)**
* ***Operations (Major clients: Springer Nature, UCP, PhP (U.K.) and Wolters Kluwer)***

**Role*:* Assistant Manager** **Overview:** MPS Fulfillment is order management and delivery platform for publishers. It includes front-end content & access management, eCommerce, order management, renewal management, claim management, customer service and support. I was managing five different teams for Springer Nature, University of California Press (UCP), Pharmaceutical Press (UK), BFW and Wolters Kluwer.Develop, maintain and review dashboards, project progress and reporting in line with the standards of transition methodology, business needs & Organizational requirements.* **MPS Limited (Oct2012–Mar 2018)**
* ***Project 1: MPS Insight (PubStats): Online Portal for Usage Data Solutions***

**Overview:** MPSInsight is an intelligent, Cloud-based platform that allows users to access and analyze content usage dynamically. Essentially, the process is to help the Publishers to know the usage of reports at their respective Platforms. This would in turn help the Libraries to download usage statistics from the Platform and make budgeting decisions after analyzing the trend and behavior of study by the end Customer.**MPS Insight: Online Portal for Usage Data Solutions****Role: Project Lead*** Dealing directly with the Clients, demonstrating product capabilities and providing solutions and services.
* Responsible for meeting all relevant statutory and mandatory requirements associated with operations and for working within the framework of the company's core values, as well as promoting its ethos and mission statement.
* Writing up reports on business operations for the executive staff.
* Identifying and managing risks, issues and dependencies.
* Mentoring the peers on the process and computer applications through one-o-one trainings and presentations.
* Having weekly Status meetings with the Team and Clients, just to ensure the Quality work and timely deliveries.Having sessions with the team and try to come up with Innovative ideas.
* Maintaining Daily Work Trackers with tentative time period in which the work is completed.
* Providing Demo to the new Clients.

***Business development attributes*** * Establishing and implementing goals and objectives.
* Proven track record of developing and implementing business strategies.
* Sharing knowledge and expertise in a highly professional manner.
* Decision making in a pressured, commercial driven environment.

**🖝Major Achievements:*** Have received process Rewards in the R & R’s.
* Leads COUNTER compliance Certification (Annual audit) and passed the project audit without any issues.
* ***Project 2: MPSScholarlyStats***

**Overview:**MPSScholarlyStats is a proven usage analytical tool that provides librarians the ability to make data-driven decisions. With its help, the libraries can validate existing content subscriptions, analyze content inventory, and choose and acquire new content.**Role: Quality Analyst &Team Lead ((Oct 2009toSep 2012))*** Responsible for Timely Delivery of Usage Reports to Client.
* Co-ordinate with client and development team for successful delivery of project.
* Documenting all the requirement and understanding for future reference.
* Worked as a bridge between multiple teams at different locations to ensure timely delivery.
* Making sure the quality standards are met.
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| **Education****Master of Business Administration- Marketing and Sales**Sikkim Manipal University Graduated 2016. |
| **Master of Arts- Geography**Delhi School of Economics, University of Delhi.Graduated 2007**Bachelor of Arts- Geography**Dr. Bim Rao Ambedkar College, University of Delhi.Graduated 2005**Awards and Certification*** Reward and Recognition AMJ Quarter 2014
* Microsoft Office Specialist (MOS) in 2008
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