

Email:Suganya.jansi@gmail.com

## SUGANYA JANSL. G

Mobile: +919840352498

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### **CAREER OBJECTIVE:**

I look forward to working in a reputed institution which can cater to my professional growth by acquiring and honing in on my knowledge as well as skills for the benefit of the organization in addition to displaying my merit.

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### **EDUCATIONAL BACKGROUND:**

EXAMINATION	YEAR	PERCENTAGE	INSTITUTION
M.B.A	2009	55	Anna university distance education
B.com	2007	72	Patrician college of arts and science.
+ 2	2004	65	Rani Meyyammai Girls Higher Secondary School
10 <sup>th</sup>	2002	65	Rani Meyyammai Girls Higher Secondary School

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### **WORK EXPERIENCE:**

- Currently working as Project coordinator (localization) – from Jan 2021.
- Worked as Lead – Project Management in Newgen knowledgeworks fom Mar 2020 to Dec 2020
- Worked as Group lead in Lumina Datamatics from April 2014 to Mar 2020
- Worked as **Content Quality Analyst for Amazon.com** since May 2007 to September 2012

### **Performance done in acolad:**

- Managing large and complex translation and localization projects, from estimation to final sign-off.
- Monitoring the schedule regularly
- Ability to fine client's requirement and work accordingly.
- Creating workflows, checklists and delivery schedules for projects
- Strong experience in major CAT tools like XTM, Captionshub, Memoq and TMS app.
- Effective communication with internal and external vendors.
- Closely monitor projects to deliver the file on time.
- Monitoring project budgets
- Worked on versatile clients
- Escalation point for clients and internal resources on assigned accounts
- Resolve client issues
- Train, develop and mentor jr project managers and interns
- Prepare POs for vendors and co-ordinate with the finance team for payments
- Deliver files to clients and incorporate changes based on their feedback

### **Performance done in Newgen knowledgeworks:**

- Managing projects from receiving manuscript through the printer stage.
- Effecting coordination with production team like pre editing, copyediting, Typesetting, Cover team etc.
- Creating manageable schedule for projects with provided TAT
- Monitoring the schedule regularly
- Effectively communicating with the publisher promptly

### **Performance done in Lumina Datamatics:**

- Taking care of the team of 6 members
- Handling Cengage, Delmar, NGL, Wiley, Rosen and South-Western projects
- Quality checks the project and also maintaining the error reports.
- Mentoring and coaching given to the new team members.
- Mentored and guided the employees ensuring all were trained in review process and capable of performing assigned duties
- Managed to complete the huge projects in the stipulated time
- Lead the team's problem solving and continuous improvement activities
- Conduct Job-Instruction-Training

- Reviewing the files and understanding the requirements by direct interaction with the author and client regarding legal issues
- Identifying scope of license and legal permissions for the Text to be published, and acquiring permissions from its copyrights owner to obtain standard/specified rights required
- Regularly updating the client on status of project to ensure all the scheduled dates for the publication are met
- Maintaining the database for the particular project and updating the changes in respective tools

### **Performance done in amazon.com:**

- Escalates sellers/vendor issues appropriately and correctly. Demonstrates timely accurate and professional customer service
- Answers messages in authorized email queues as directed by Workflow and Supervisor
- Actively seeks solutions and identifies trends to appropriate personnel including possible solutions or suggestions for the improvement of AHT, Quantity and quality of work.
- Auditing of work done by the team
- Coach and mentor the new joiners and influence them to take positive action and accountability for their assigned work
- Apart from English worked on German, Italy, Spanish, Japanese and Chinese books

### **Key skills involved**

- Interacting with the software team for their product Functionality, compatibility, reliability, usability, installation, security and related test methodologies
- Ensure quality of digital content produced for the Kindle platform which includes E-books
- Perform daily quality checks as per established QA guidelines and meet the daily SLA's
- Be comfortable with capturing results, communicating and escalating failures and providing status reports
- Device Testing – Have to test rendering of the topaz book in Kindle, I-Pad, Galaxy-tab...., and run through the functionalities in order to test the compatibility of the device
- Application testing – Run through test cases working with the software Dev. team (support service)

### **Key skills involved**

- Designing and planning each specified projects as per the requirement
- Collaboration and communication with clients and on and offshore PMs on a regular basis
- Task allocation was done and maintains the project status reports
- Quality checks the project and also maintaining the error reports
- Clarifying queries and doubts raised by Author, Client and onshore Project Managers through email

### **STRENGTHS:**

- Quick Learning
- Leadership Qualities
- Easy Adaptability

- Creative
  - Excellent communication skills
  - Good analytical skills
  - Strong team player
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**COMPUTER SKILLS:**

- Working knowledge in Windows, Microsoft, Internet
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**PERSONAL DETAIL:**

Name	: G. Suganya Jansi
Sex	: Female.
Date of Birth	: 22 <sup>nd</sup> Sep 1986
Marital Status	: Married
Husband's name	: Rozario Joseph
Address for Communication	: No.31, Joseph colony, Muthu st, Santhome, Chennai-4.
Languages Known	: English, Tamil
Hobbies	: Listening music, surfing, reading

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**DECLARATION:**

I hereby declare that the details furnished above are true and best of my knowledge.

**Date:**

**Signature**

(Suganya Jansi)