

## Gaurav Kumar Verma

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### CAREER SUMMARY:

- An adroit professional with experience of 4 years in Process Management, Quality, Billing, Client Servicing.

### EDUCATION QUALIFICATION:

- 2002-2006- Bachelor of Computer Applications (B.C.A) with 64% from M.L.SM. College Sundernagar, Himachal Pradesh University.

### PROFESSIONAL EXPERTISE:

- **Two years eight months** experience in **Quality analysis** with Prime Focus Technologies.
- My major contribution in **Quality Operations** involves **statistical intelligence and process improvement for Media Clients/ Program schedule/ TRP's**
- Proven track record in handling **key business issues** and resolving them within the **Turn Around Time**
- Proficient in gathering critical information and preparing necessary **reports** using various **software tools**.
- **Outstanding communicator** with strong analytical skills, seeking challenging career in Operations. Highly Decisive, energetic, innovative thinker and **analytical problem solver** with the ability to **manage projects** through execution/completion under pressure of fast paced, time sensitive environment.

### PROFESSIONAL SUMMARY

**Currently working in Shivalik Groups of Hotels in Manali as a Sales Manager and Marketing Manager.**

8 Months experience- Kingfisher Airlines as Document specialist.

2 Years 8 Months experience-**Prime Focus Technologies** as Quality Analyst, since April 2011 to 2013.

Overall indulgence in Quality analysis, training and testing for client servicing on post production requirements

(Star TV, Star Movies, Star World, Colors, Sony, Fox)

- Establishing standards of service for customers or clients.
- Preparing clear explanatory documents such as customers' charters.
- Monitoring performance by gathering relevant data and producing statistical reports.
- Organize and manage quality assurance function in close co-operation with the clients and the Company's Management team (Member of Management Team).
- Identifying relevant quality-related training needs and delivering training.
- Ensuring tests and procedures are properly understood, carried out and evaluated delivery and appraising team members on the same.

- Supervising technical staff in carrying out tests and checks.
- Bringing together staff of different disciplines and driving the group to plan, formulate and agree comprehensive quality procedures.

## **KEY PROJECTS:**

### **MANAGEMENT INFORMATION SYSTEM FOR QUALITY ASSESSMENT & REPORTING**

- Launched software tool development and analysis project for Prime Focus post production teams.
- Maintaining standard operational guidelines for identifying and classifying errors.
- Hands on experience in Post production media process in regards to language use, grammar, vocabulary, understanding of accents and creative needs.
- Maintaining client requirements with feedback response from time to time.
- Handled software tools for media editing matching Time Sync and Lip Sync while doing QC.
- Provided counseling to scripter's in terms of the language use and its suitability.
- Suggested measures for scripter improvements by ensuring comments on specific areas of challenges when it comes to their understanding the English script and English videos.
- Suggesting necessary steps to replace existing erroneous content, rephrasing of scripts whenever original content is misunderstood or wrongly heard by scripter's.

## **DETAILED PROJECT DESCRIPTION:**

### **1. PROJECT PROFILE:**

**Title** : **Digital Archive Media Language**  
**Clients** : Star TV, Star World, NGC, FOX, Sony  
**Role** : Quality & Testing team champion  
**Duration** : From June 20011 to Jan 2012

### **2. PROJECT PROFILE:**

**Title** : **Media Asset Management service**  
**Role** : Quality & Testing team champion  
**Client** : BCCI [Board of Control for Cricket in India]  
**Duration** : From Jan. 2012 to Aug 2012.

### **3. PROJECT PROFILE:**

**Title** : **Subtitling**  
**Role** : Quality Analysyt  
**Client** : Star Channel (Star plus, star movies, star gold, star world, life ok), Colors, Sony  
**Duration** : From Aug 2012 to 2013.

## **Achievements:**

- Proficiently and productively worked for the DEMO of the BCCI project.
- Successful in Brainstorming the validation of the Content required for the BCCI.
- Timely provided the required Footage to the BCCI using CLEAR.

- Won the Best Performer Award in the Month of Aug 2012 for the Best Quality Check done.

**Declaration:**

*I hereby state that the information furnished above is true to my knowledge.*

**Place:** Himachal Pradesh

**Gaurav Kumar Verma**