**SHILPA AMARPURI**

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**PROJECT MANAGER/SALES SUPPORT PROFESSIONAL**– ***In quest of assignments in Publishing & Healthcare Industry***

***★ Project Management ★ Operations Management ★ Team Collaboration★ Relationship Building***

⬩ ***Offering 14+ years of experience*** in managing gamut of activities related to healthcare projects; coordinating with sales team for quotes and ensure company obtains best possible pricing for projects; checking & ensuring that projects meet the delivery timelines; liaise with global team for agreements and royalty payments.

⬩ Thorough professional with a proactive attitude, capable of thinking out of the box; possesses excellent bonding skills and an enquiring mind that helps to win over the confidence of peers & fellow workers.

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| **Synopsis**   * **Profile:** Accomplished Project Manager offering experience in managing projects and operational and administrative functions. Proficient in team collaboration and client interaction. Effectively plan and execute projects according to client needs internal quality standards and agreed specifications, budgets and timeframes. * **Career Contour**: *Presently* associated with Springer Nature (India) Pvt. Ltd as Senior Editorial Assistant (Journal Publishing). Trusted service record with Springer Nature (India) – Healthcare, INFRES Methodex Ltd. Delhi; DAN Technologies, Delhi; Engineering Consultants Pvt. Ltd., Delhi. * **Experience:** Proficient in handling projects and operational functions viz. ensuring projects meet the delivery timelines and maintain quality standard. Expertise in building key relations with the clients. * **Skill Set:** Skillful at planning, time management, and team collaboration. Highly proficient in client interaction and work prioritization. * **Business & Interpersonal Traits:** Exhibiting exceptional relationship management skills with excellent problem-solving, analytical & team building skills in fast-paced environment; maintaining a high degree of accuracy & quality in guiding roles across tenure and actively dealing with prospective clients.      |  |  |  | | --- | --- | --- | |  | **Profile Abridgement** |  |   July 2012- Present ⮊ Springer Nature (India) Pvt. Ltd.  ***Succession Path:* Sales Support Executive ⏵Senior Sales Support Executive⏵ Assistant Project Manager ⏵SR. Editorial Asst.**  **Value Added**: Played an imperative role in Healthcare Team in managing Medical Education Projects. Pioneering in managing local editions of Springer and Nature Journals and Book reprints. Mitigated concerns from customer regarding delivery timelines and quality. Streamlined process around Springer Nature reprints portfolio and project pipeline reporting. Tenacious and proactive approach has significantly resulted in improved project renewals. | **Expertise**  Project Management  Team Collaboration  Tracking Project Activities  Team Management  Time Management & Work Prioritization  Client Need Assessments  Client Interaction/Management  Leadership Acumen  Internal Coordination  Global Team Coordination  Planning/Organization  Process Improvement  Operation Management  Negotiation and Influencing  Relationship Building  Project Pipeline Management  Sales team and InterAction  Vendor Management |

**November 2019- Present: Senior Editorial Assistant**

*Key Deliverables:*

* **Administrative Support:** Provide support to societies, journal editors and editorial offices via email and telephone.

Maintain large database about all Journals published by the MPS team along with data of guest editors and editorial records for high-volume journals. Schedule journal issues and analyse/prepare future scheduling. Proactively and efficiently handle administrative tasks, ranging from internal systems, group file sharing, journal recordkeeping to creating management reports.

* **Database Management:** Maintain and update information in the internal system and databases (JFLOW and PAK journals group shared drive) and journal websites throughout the publishing process. Monitor peer-review tool reports to regularly provide updated data analysis to the Publishing Editors.
* **Organize and Manage Invoices and Agreements:** Manage invoices in the internal system to make payments on time. Keep record of agreements.
* **Liaise with Other Departments:** Work closely with production, finance and marketing teams for promotional activities.
* **Manage Social Media Accounts:** Effectively manage social media accounts to introduce latest books, journals and society news and other items from the Korean team.
* **Team Coordination:** Coordination with team members for internal meetings and conferences.

**July 2012–November 2019: Assistant Project Manager**

*Key Deliverables:*

* **Mange Sales Operation:**Provide pre-sales support to sales team in providing quotes as per agreed gross margins. Support sales team in the opening of new accounts. Handle incoming orders from sales persons or via mail, telephone, e-mail.

Provide product information to sales managers. Maintain customer database.

* **Liaise with Global Team/Internal Team**: Collaborate with global team for permissions, royalty, invoicing, etc. Coordinate with production and legal teams for the execution of projects. Act as a key point of contact for vendors. Keeping track of sales target and submit reports as per agreed timeline. Ensure timely delivery by coordinating with logistic department. Work closely with designer to create final artwork.
* **Relationship Management:** Effectively manage clients and vendors. Provide support to vendors and sales for quotes and project deliveries. Help clients uncover issues. Follow up with the clients for project approvals.
* **Support Sales Head:** Record the progress of all enquiries and translate into a monthly report, including source of business trends, enquiry conversion rates, future predicted sales and other reports as directed by the Sales Head.

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|  | **Previous Engagements** |  |

**June 2008 – March 2010** ⮊ INFRES Methodex Ltd. (at Mohan Co-operative Industrial Estate, Mathura Road), Delhi ⏵ Senior Sales Support cum PA to GM Operations

**April 2005 – May 2008** ⮊ DAN Technologies (at East of Kailash, New Delhi).⏵ Project cum Office Coordinator

**July 2001 – July 2005** ⮊ Engineering Consultant Pvt. Ltd. (Connaught Place, New Delhi) ⏵ Secretary to MD

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|  | **Education & Credentials** |  |

**2002 Bachelor of Commerce (P)**⏵ Delhi University, Delhi

**Certification Course:**

* Completed comprehensive Diploma Course in Office Management with Computer Applications, Management Concept, Business English (Diploma in Secretarial Practice) from YMCA in 2001, Connaught Place

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|  | **Personal Snippet** |  |

**Date of Birth:** 14th July, 1981 || **Linguistic Abilities:** English and Hindi

**Permanent Address:** A-78, 2nd Floor, Hari Nagar, New Delhi