

Career Summary

A results-oriented professional with extensive experience in operations, production and project management in the, promotional products, print production, and design industries.

Key Qualifications and Strengths

Project Management: Project development including pre-project support for design and artwork preparation or print concerns, obtaining pricing and sourcing the manufacturers either internal or external. Follow project through to final delivery with excessive experience in conducting post-mortem meeting with customer to ensure their satisfaction, including making recommendations to workflow or design for the future to give the customer a better product. Extensive customer support experience. I work well with external and internal departments to make sure all deadlines and goals are met on time. Daily interaction with clients regarding product development, resolution of any issues, and status updates. Maintain and report KPI's to customer.

Management/Supervision: Over 20 years of experience building and maintaining strong teams. Ability to interpret a customer's needs and wants and then find the products and take the project from initial concept to delivered product in the most efficient manner possible. Developing, maintaining production schedules and making sure deliverables stay on track (while honoring SLA, and MSA's). Specialize in workflow design and process improvement. Anticipate and solve any issue and remove obstacles in production workflow. Experience with analyzing budgets and financial reports to make sure margins and EBITA are where they should be.

Technical Support: Expert knowledge of all graphics applications (Indesign, Photoshop, Illustrator, Acrobat and QuarkXpress) on both Macintosh and Windows platforms. Advanced technical troubleshooting of all premedia issues as they relate to print production (archiving and retrieval, electronic file assembly, retouching, font management, software, digital output, preflight). Knowledge of flexo, offset, gravure and screen printing. Direct experience with various DAM's.

Quality Assurance: Well versed at annotating and describing color as it relates to SWOP or Gracol standards. Strong beauty experience doing magazine covers, and swatch matching for color ads, additionally experienced in how the color can relate to packaging on different substrates and with different printing processes. Regularly reviewed press proofs on- and off-press. Ability to understand and protect corporate branding while ensuring sourcing teams and manufacturers are adhering to specific guidelines (i.e. protect the brand!).

Professional Experience

Sept 2016 to Present

Onsite Print Production Manager (PPM)

Accountabilities:

- Works with Client in planning the job to service and fulfill their expectations
 - Review all preliminary artwork and obtain job specifications from the client
 - Attend all pre-production meetings via conference call
 - Provide feedback to design firm and on-site team regarding print feasibility and printability issues
 - Offer creative, constructive ideas and suggestions pertaining to incoming work and discusses alternative ways of producing jobs for quality and cost effectiveness
- Key interface between on-site staff and internal Production/Customer service team
 - Works with customer service team in planning the job to service the clients and fulfill their expectations
 - Review all artwork to confirm that all pre-production adjustments were made
 - Schedules planning meetings with production/CSR when necessary
- Prepares job for production
 - Writes up job ticket with detailed instructions for production and enters job into the schedule within one half day of receiving material to be produced.
- Recommends scheduling commitments and estimates amount of time needed in each department.
- Ensures appropriate delivery of jobs.

July 2014 to June 2016

Director of Production, Advertising Specialties/Promotional Products

- Management of all phases of the Production Department, and Logistics
- Safety Compliance Officer for the facility, thorough knowledge of Safety Testing requirements for the CPSC, CPSIA, especially how they relate to overseas buying and risk mitigation.
- Handled the organizations largest most sensitive jobs with their "Gold" customers (such as AMEX, Dupont, Kraft, Mondelez and many others.
- Overseeing and monitoring of 200 plus job orders per day.
- Analyzed and changed the shipping SOP which saved the company 65K in the first year.

October 2012 to July 2014

Production Manager, Printing and Advertising Specialties

- Management of all phases of printing and logo specialty merchandise production.
- In charge of all vendor costs, estimates, approval of samples, and receiving of manufactured goods.

April 2011 to September 2012

Director of Printing and Ad Specialties

- Directed and supervised production personnel as well as graphic artists and costing clerks for three office locations in relation to all promotional and print products.
- Fulfilled requests for bids, customer quotes, and job orders for vendors.
- Fostered strong professional relationships with vendors and clients.
- Answered questions and addressed customer issues by recommending solutions and resolving problems.

February 2007 to July 2010

Production Supervisor

- Directly managed staff of 10 in retouching, page assembly and file transmission departments on the American Media and Weider Publications magazine accounts.
- Hands-on supervisor: performed retouching, page assembly, preflight of magazine ads and pages. Ensured that all pages and ads were delivered on-time.
- Increased profitability and efficiency by reducing overtime, implementing an online production schedule, reducing materials usage, streamlining existing workflows and outsourcing as needed.

March 2006 to January 2007

PMT Lead, Operations Specialist ■ Management of Reader's Digest, Weider Publications and World Wrestling Entertainment projects.

- Developed workflow procedures, managed staffing levels and outsourcing, handled troubleshooting of electronic files and equipment, and customer support.
- Marked up color for the facility and QC results, also marked up PhotoShop PDFs with exact moves to transmit to India to have some color done there.

September 2005 to March 2006

Production Coordinator

- Coordinated and prioritized projects for second shift.
- Did all page assembly work for second shift.
- Assisted in retouching for second shift (as needed)

September 2000 to September 2005

Production Manager

- Promoted two times within 5 years: hired as Weekend Shift Manager, promoted to Mac Assembly Manager and then to Production Manager.
- Managed a staff of sixty-five employees across three shifts in the retouching, page assembly, file transmission, graphic design, photo studio, and customer service departments.
- Increased variable margin from 15% to 56% on low performing magazines.
- Reduced Kodak Approval waste resulting in a \$100,000 annual savings.
- Oversaw an average of 200 jobs a day within the facility and the production of 47 titles across 4 locations (NYC, Golden CO, Leesburg VA, and Harrisburg PA).

July 1999 to September 2000

Manager of Prepress Services

- Managed the graphics department, moving it from a traditional paste-up art department to a full desktop publishing and digital prepress facility for commercial offset and web printing.
- Administration of both PC and Macintosh operating systems, servers and software.

June 1989 to July 1999

Partner

- Management of all technical operations for prepress service bureau and typesetting/graphic design studio, including networking, purchasing and maintenance of all equipment, supplies, and software.
- Full knowledge of Macintosh and Windows operating systems, software and hardware.

Technical Skills

Software: Microsoft Office, FileMaker, K4, Adobe Creative Suite (Photoshop, InDesign, Illustrator, Acrobat), QuarkXpress, PitStop, ORIS HotFolder Manager, MassTransit, Media Bank. Microsoft Dynamics Navision Software, MSDEV A/X Software, Customer Focus (formally Trade Only) Blue Software (version 4 and 5)

Hardware: ORIS RIP, GMG RIP, Dalim Twist RIP, ESKO Artwork NexusRIP, Brisque RIP, Harlequin RIP, Kodak Approval, Epson 7800, 7900 and 9800, SEAL 60 inch Laminator

Education

Technical: PPAI, Product Responsibility Summit, Bethesda, MD
Social Responsibility and Safety, September 2015

MoreSteam University

Lean Six Sigma Yellow Belt, April 2010

Blanchard Systems, New Orleans, LA

Twist Operator, November 2003

Artwork Systems, Bristol, PA

NexusRIP, April 2003

AGA Evening School, Farmingdale, NY

Understanding Color Separation, November 1993