

**OBJECTIVE**

Experienced advertising professional with a strong background in print production, project management and operations management is looking for a challenging senior production management position.

**PROFESSIONAL EXPERIENCE**

**RTC RELATIONSHIP MARKETING**, Chicago, IL **2007 - 2009**  
Full-service, national relationship marketing agency. Member of the WPP/Wunderman world-wide network of agencies.

***Senior Production Manager***

- Responsible for providing senior-level support to daily print production, lettershop and fulfillment activities by effectively partnering with the account and creative teams.
- Work with outside vendors and clients to communicate and execute production standards, requirements and needs from project inception through delivery.
- Manage Project Management and Studio Departments. Supervise and support daily workflow and internal systems and procedures while maintaining quality, accuracy and timeliness for all projects.

**DIAMOND MARKETING SERVICES (FORMALLY WILLIAMS-KINCAID GROUP)**,  
Elmhurst, IL **2004 – 2006**  
Full-service direct mail advertising agency with data processing, list management, lettershop and fulfillment offerings.

***Production Manager***

- Responsible for managing a Production Department that serves as an invaluable resource and partner to both the Creative and Sales teams.
- Provide supervision, leadership and direction to a team of 4 Production Coordinators.
- Initiate, execute and maintain high-quality, creative, cost-effective production standards.
- Monitor and develop explicit accuracy and quality control procedures for vendors and internal departments.
- Coordinate, schedule, manage and purchase sheet fed, web, continuous, variable image/digital print, data processing and lettershop/mailing services for a wide range of projects and clients.

**HAMILTON COMMUNICATIONS**, Chicago, IL **2003 - 2004**  
Communications agency, specializing in healthcare and pharmaceutical advertising.

***Production Manager***

- Managed and coordinated innovative, effective and profitable production projects through the creative and production life cycles.
- Provided creative and production-related input and direction for all communication and promotional materials.
- Researched marketplace for new and creative capabilities, technologies and techniques.
- Provided clients with account management and project management expertise thereby increasing project efficiency, enhancing quality and reducing expenses.

**TOPIN & ASSOCIATES, INC.**, Chicago, IL

**1991 – 2003**

Full-service advertising agency, specializing in medical/healthcare advertising and communications.

***Production Manager (1996 – 2003)***

Managed and coordinated the production process for all print, direct mail, broadcast and specialty projects. Responsible for development through delivery of a creative, high-quality, cost-effective and timely product for all agency clients. Member of agency's Management Committee.

- Pioneered development of agency's first Production Department created to maintain quality, improve efficiencies and reduce costs by standardizing all production projects from initiation through execution.
- Built and maintained strong vendor relationships resulting in supreme quality and volume pricing.
- Pioneered development of agency's first Traffic Department created to standardize project management, trafficking, record keeping and billing of all client projects. Developed and implemented systems and procedures for agency's project management and workflow system.
- Managed a team of 3 Account Coordinators.
- Developed and implemented agency-wide systems and procedures for:
  - Art buying and photography licensing
  - Overall quality control
- Initiated, organized and conducted educational sessions designed to increase the overall production knowledge and creativity among Account Service and Creative staff.
- Significantly contributed to Management Committee goals by establishing and implementing employee policies and departmental systems and procedures.

***Assistant Account Executive/Account Coordinator (1991 – 1996)***

Supported Account Service Department by successfully initiating and executing client needs and expectations to fulfill project commitments on a variety of assigned accounts.

- Built strong relationships and client trust through direct, day-to-day contact on all project related issues.
- Interfaced with Creative, Account Service and other agency departments to effectively implement and manage client projects in order to meet objectives and deadlines.
- Conducted media planning and executed media purchasing on assigned accounts.
- Created project estimates for all agency and production costs. Monitored costs throughout projects to ensure accuracy and eliminate discrepancies at final billing.
- Managed final production process on assigned accounts to ensure quality results.
- Processed and executed timely, accurate client billing to enhance agency cash flow.