

## Susan J. Bannister

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### MANAGEMENT AND SPECIALTY SKILLS

- Specialized experience in print, graphics, film and photographic services with emphasis on Project Management, Account Management, Marketing, Customer Service, Production, Procedure Development and Technical Services. Over 17 years of experience in related management and client facing services.
- Expert Project Manager with proven ability to plan, prioritize and complete multiple tasks/projects. Track record in meeting or exceeding strict time and budgetary constraints while maintaining high quality standards. Flexible and adept at anticipating and managing shifting priorities.
- Colour Theory and Textile conservation expertise.
- Webmaster.
- Facilitator and liaison with proven negotiation skills. Organizer with expertise in staff and multiple project management. Outstanding communicator.
- Unique combination of technical and functional skills. Managed complex distributed heterogeneous environments.

### PROFESSIONAL EXPERIENCE

#### Rider Dickerson, Inc. – Chicago, IL

08/2001 – 03/2007

**Senior Project Manager** reporting directly to the CEO & President, Vice President of Sales, Vice President of Marketing and 1 Sales Broker.

- Responsible for sheet fed print projects including but not limited to Annual Reports, Quarterly Reviews, High-End Architectural Promotion, weekly programs for the Chicago Symphony Orchestra.
- Served exclusive clients including Attorney's Liability and Assurance Society, Inc. (ALAS), Chicago Equity Partners, Fort Dearborn Life Insurance Company, The May Department Stores Company (Insurance Division), the Chicago Symphony Orchestra, Merchandise Mart and FireStar Communications.
- Assumed additional responsibility of the role of Webmaster in 2004. Charged with design and update of the corporate website including content updates, inventory maintenance, development of client portals with ordering and fulfillment protocols.

#### Andres Imaging, - Chicago, IL

03/2000 – 08/2001

**Account Manager** *promoted from* Customer Service Representative

- Account Manager for Major Account, Levi Strauss. Managed two sales representatives, overseeing activities for both and associated custom shops JC Penny, Sears and The May Company and also for the Original Levi's Stores.
- Responsible for projects from concept through delivery. Received and organized projects for production performed estimating and forecasting. Delivered creative direction throughout the installation process. Custom Shop project detail included four (4) seasonal roll-outs with 900-1200 sets of graphics for production and shipping. Levis Original Stores projects incorporated monthly special window projects in addition to graphics produces and shipped to thirteen (13) area stores..

#### Enteron Group, Revere Graphics Services – Chicago, IL

04/1994 - 01/2000

**Customer Service Representative**

- Managed a high-volume desk with extensive direct client contact. Produced direct mailings, outdoor boards, die cut folders, ad work and performed fulfillment activities for clients CCH, a Wolters Kluwer business, Rhea and Kaiser: Rhône-Poulenc Agri Chemicals, Evanston Northwest Healthcare. DDB Chicago: FTD, Finesse, US West, McDonalds and United States Gypsum (USG); Lanmark: Nobel Biocare, Milestone Scientific and Steri Oss.

#### IPP Litho, Inc. – Chicago, IL

06/1991 - 04/1994

**Colour Specialist**

- For Major collateral projects, responsible for coordinating color separation production, scanning, electronic retouching, etching, stripping, and shipping.

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**Kieffer Nolde Inc. - ART IN PROGRESS – Chicago, IL**

**08/1985 - 09/1990**

**Director of Studio Operations *promoted from* Assistant Marketing Manager**

- Art In Progress, an affiliated subsidiary of Kieffer Nolde opened in January of 1990. I was engaged to develop the operational structure of the studio.
- Responsibilities of my Director role included project management, cost estimating, managing office staff and acting as liaison between Art In Progress and Kieffer-Nolde for projects shared between the two entities
- Marketing responsibilities continued for Kieffer Nolde and expanded to Art In Progress as well..

**Assistant Marketing Manager *promoted from* Production Coordinator**

- Coordinated all phases of promotion, from creative concept development through production. Liaison with our advertising firm for all marketing programs.
- Received two Gold Addies, a Bronze, and a Silver Medal in The New York

**Production Coordinator *promoted from* System Trainee**

- Monitoring jobs through all phases in the shop; scanning, electronic retouching, stripping and proofing. Reviewing instructions for proper specifications along with daily set up and execution of press schedules

**System Trainee**

- Provided systems planning for Scitex department. Developed record keeping system for hard files. Operated Eray plotter

**Pallas Photo– Chicago, IL**

**04/1984 - 08/1985**

**Customer/Technical Service – Professional Photo Finishing**

- Provided technical and special processing information. Scheduled production. Worked with a variety of agencies and special projects.

**Schewe Photography – Chicago, IL**

**01/1983 - 03/1984**

**Studio Manager/First Assistant – Commercial Photography**

- Maintained daily operations of the studio. Developed and instituted studio procedural systems for production, scheduling, and inventory. Booked and managed all additional freelance production staff

**Freelance Photographic/File Assistant – Various Locations**

**01/1979 - 02/1983**

**Studio Manager/First Assistant – Commercial Photography**

- Worked with motion picture and commercial film production companies on a local and national level. Seamstress, Wardrobe specialist, Location Scout, and Production Coordinator

