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## PRODUCTION QUALITY PROFESSIONAL

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### Profile

- Well versed in all aspects of Production Staff development, vendor service and traffic control.
- Establish and maintain productive relations with employees and vendors.
- Remain calm and effective in fast-paced environments.
- Ability to meet deadlines 100% of the time.
- Work performance demonstrates a dedicated, self-motivated and goal-oriented individual.
- More than 40 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the first place.
- Possess solid computer skills.
- Ability to train, motivates, and supervise color quality service employee.
- A team player, acknowledged as "Total Quality Customer Service Professional."
- Develop plan, conduct press audits and variance analyses, process and maintain/update accurate reports.

### Synopsis of Achievements

- Created magazine satisfaction drastically reducing potential problems.
- Well versed in all aspects of Magazine production providing the ability to create solutions for Editorial and advertising.
- Provided costs saving measures to all aspects of production and pre-press.

### Employment

*Condé Nast Publications, New York, NY*

2005 - 2009

#### Quality Control Manager

- Responsible for all reproduction issues related to *W* magazine, *Brides* magazine and *Details* magazines and a number of regional Condé Nast Publications.
- Work with 10 editorial professionals marking-up color corrections for the prep-house prior to printing.
- Consistently meeting all production schedule deadlines.
- Quickly and effectively solve customer challenges.
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.
- Supervised press runs for all issues on a weekly, monthly and daily basis as needed.
- Established invaluable relationships with printing vendors to achieve one common goal- high quality reproduction.

*JJ Michael Inc., New York, NY*

2002-2005

#### V.P Operations

- Liaison between sales and Production.
- Responsible for new business development.
- Developed all strategic sourcing for the corporation.

	<b><i>Fairchild/Condé Nast Publications, New York, NY</i></b>	<i>1997-2002</i>
	<b>Editorial Production Director</b>	
	<ul style="list-style-type: none"> <li>• Responsible for the quality on 14 Fairchild Publications titles.</li> <li>• All Pre-press and Print.</li> <li>• Managed all reports and budgeting for all 14 titles.</li> <li>• Negotiated all vendor pre-press contracts.</li> <li>• Worked closely with all printers to ensure the best possible quality.</li> <li>• Supervised traffic flow of magazine production-both advertising and editorial.</li> <li>• Liaison between the editorial and production department on all printing and scheduling issues.</li> <li>• Collaborated with advertising and edit on specialty projects.</li> <li>• Maintained and provided all editorial schedules.</li> </ul>	
	<b><i>Fairchild Publications, New York, NY</i></b>	<i>1983-1997</i>
	<b>Corporate Production Director</b>	
	<ul style="list-style-type: none"> <li>• Responsible for 16 Fairchild Publications titles both trade and consumer.</li> <li>• Managed staff of 28 people, Group managers, and production managers.</li> <li>• Managed all budgets involved in the production of these publications.</li> <li>• Demonstrated strict adherence to budgetary guidelines.</li> <li>• Closely monitored time allotment.</li> <li>• Prioritized assignments and calculated employee hours</li> <li>• Projected expenses</li> <li>• Negotiated all printing and pre-press contracts.</li> </ul>	
	<b><i>Fairchild Publications, New York, NY</i></b>	<i>1976-1983</i>
	<b>Group Production Director</b>	
	<ul style="list-style-type: none"> <li>• Responsible for 6 Fairchild Publications titles 3 trade and 3 consumer.</li> <li>• Managed staff of 9 people, Production managers and Coordinators.</li> <li>• Developed and maintained the quality control department.</li> <li>• Insured the company with the highest of quality levels.</li> <li>• Created and maintained the production schedules for editorial and advertising.</li> <li>• Oversee the production operations and the staff</li> </ul>	
	<b><i>Fairchild Publications, New York, NY</i></b>	<i>1972-1976</i>
	<b>Assistant Production Manager</b>	
	<ul style="list-style-type: none"> <li>• Book-make-up</li> <li>• Press checks</li> <li>• Traffic management for all advertising and editorial materials.</li> </ul>	
<b>Education/Awards</b>	<b><i>New York School of Printing, New York, NY</i></b>	<i>1966</i>
	<b><i>Army Forces: Navy, United States of America</i></b>	<i>1966-1969</i>
	<b><i>Employee of the Year, Fairchild Publications</i></b>	<i>1999</i>

References Furnished Upon Request