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EXPERIENCE

Tourneau
2005—2014

Certified Pre-owned Manager (5 years): Product merchandising; inventory control; sales and tracking; customer service; clienteling, cashier. Pre-owned & luxury watch sales, watch service (customer repairs and follow-up). In addition, General Manager responsibilities including daily, weekly, and monthly data collection and reports; store opening and closing; scheduling; discipline; training.

Assistant Manager (3 years): Recruiting; store maintenance; daily operations; policy and procedure implementation. In addition, General Manager responsibilities (as listed above).

Sales Associate (1 year): Luxury watch sales; brand management (merchandising, inventory, vendor relations); clienteling.

Kinley & Manbeck
2004—2005

Consultant (1 year): One-off project on change management team. Implemented intranet changes at client. Developed communications strategies, website (intranet) design.

Dobsonfly Design
2002—Present

Owner (12 years): Budgeting, scheduling, clienteling, contracts, creative direction. Creative direction, customer relations, web/UI/UX design, conceptualization, mock-ups, final design delivery and implementation.

Medscape
1997—2001

Creative Director (2+ years): Staff management (hiring, firing, scheduling, task assignments, performance reviews, discipline); project management; creative control; policy implementation; procedure creation and implementation; contract negotiation; consensus-building; budgeting. Creative direction, vendor communication, project spec documentation, launch planning, brand management, presentations, usability testing, conceptualization, wire-framing, mock-ups, prototyping, photo retouching, web/UI/UX design, template creation, quality control, banner/badge design, HTML coding.

Project Manager (1 year): Project specifications, task assignments, time budgeting/scheduling, consensus-building. Project management, vendor communication, project creation, conceptualization, documentation, programmer coordination, testing, implementation, inter-department consensus and coordination.

Production Assistant (1 year): Document conversion and HTML coding, template and macro creation, photo retouching, CMS publication.

HarperCollins
1989—1996

Development Editor (4+ years): Art direction, packaging design, software documentation, customer service, vendor communication, contract negotiations, project management

SKILLS

MacOS, Windows, iOS, Photoshop, InDesign, Illustrator, BBEdit, Acrobat, Aperture/iPhoto, Change Management, Craftsman, Customer Expressions, Data Archiving, Digital Cameras, Excel, FileMaker, FileNet, Flash, HTML coding, iMovie/iDVD, Interwoven, Lotus Notes, Nimbus, Numbers, Outlook, Pages, PowerPoint, Project, Scanners, Word, Customer Service, Watch Repair, General Building Maintenance, Organizing, Photography, et al..

REFERENCES

Available Upon Request