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SUMMARY

Project Manager at Deloitte Digital Content Studio with a strong background in art production, team leadership, quality assurance, and digital asset management. Skilled in optimizing workflows, reducing errors, and driving client satisfaction through effective communication and proactive problem-solving. Known for leveraging team dynamics to deliver projects on time, while maintaining high standards of quality.

- Drives informed decision-making with data analysis to optimize staffing and performance.
- Cultivates client relationships, ensuring clear communication and seamless project execution.
- Implements quality control processes, reducing error rates to near zero.
- Streamlines workflows for faster, more accurate results.
- Develops retention protocols for improved project organization and accessibility.
- Adapts to shifting demands and tight deadlines while maintaining productivity.

PROFESSIONAL EXPERIENCE

DELOITTE (acquired MADRAS GLOBAL in Nov. 2021)

July 2020- ongoing

Project Manager

Client: Vertex

Campaign: Journavx

Drives end-to-end project management for invitation mailer campaigns supporting the launch of new product, Journavx. Manages cross-functional coordination across client teams, contractors, and internal design to ensure seamless execution. Oversees project planning, risk management, communication, and quality assurance.

- Oversees the art production of HCP mailer templates and maintains records of variable content for 50+ derivative versions.
- Establishes client handoff deadlines and coordinates with printers to ensure timely project delivery and production.
- Ensures accurate project record-keeping, adapting to changes in client direction.

Content Creation Specialist

Client: Macy's

Leads Print Production/Premedia services for Macy's, managing the development of Digital Mailers under tight deadlines and creative guidelines. Facilitates communication between Deloitte Retouching and Macy's Creative teams and oversees the maintenance of Macy's Epson printers.

- Produced 125+ Digital Mailers, totaling 1,650 pages and 5,150 images.
- Developed and delivered a seminar to train overseas team members in print production and image management, improving efficiency and standardizing workflows.
- Created and managed trackers to monitor modular content and track project hours, optimizing staffing and resource allocation.
- Constructed a proposal for new services to support business development and expand the firm's offerings.
- Coordinated supply chain requirements for Macy's print room and successfully advocated for a new printer to meet growing demand.

MACY'S

June 2016 – July 2020

Digital Imaging Specialist

Managed high-volume file trafficking for e-commerce images and lead Omnichannel efforts by coordinating with Macy's Studio photographers, vendors, retouchers, project managers, art directors, and Madras Global contractors. Conducted quality inspections of vendor-provided image submissions.

- Awarded by Macy's studio for refining Excel processes to improve metric tracking.
- Managed the trafficking of 350,000+ images annually.
- Processed 40% of vendor chromes to Macy's standards, saving thousands of dollars annually.
- Developed and implemented departmental workflow procedures for new hire training.

HBC Digital: Saks, Saks Off 5th, Lord & Taylor & Hudson Bay Company

Aug. 2012 – March 2016

Retoucher

Retouched 250+ fashion, still life, composite, and editorial images daily from studio and vendors. Supported manager by entering metadata and tracking incoming images for company-wide access.

- Boosted workflow productivity by 40% through revising Photo Technician submissions.
- Streamlined e-commerce image organization during server migration for improved access.
- Developed software actions and scripts to enhance productivity and ensure department standards.

TIFFANY & CO.

May 2007 – Nov. 2011

Assistant Manager, Design Operations

Managed layout of designer artwork for events and custom sales clients. Oversaw design asset management, including collecting materials, reviewing submissions, and updating tracking databases. Established a vendor samples library and supervised sample borrowing.

- Streamlined and standardized digital workflow procedures to improve time management and meet workload demands.
- Developed system to digitize and centralize designers' archived artwork for improved accessibility.

RETNA LTD.

Sept 2000 – Feb. 2007

Digital Imaging Manager

Managed contracted photographers at NYC and LA events, ensuring quality control of materials from international and domestic sources. Oversaw the website portal for photographers and clients and handled the scanning and retouching of high-quality celebrity portraits and stock images.

- Established and maintained a professional darkroom environment for retouching, including monitor and scanner calibration.
- Collaborated with Sales Associates to prioritize image submissions for event clients.
- Scanned and retouched archives for renowned photographers, including Mick Rock and Yousuf Karsh, ensuring timely delivery.

TECHNICAL SKILLS

Adobe Creative Suite, Figma, Microsoft Office, Asana, Monday.com, Msuite, Aprimo, Titan, Shotflow, Catch-It, Stella, Sharepoint, PhotoZoom, Capture One, GMG DotProof

EDUCATION

Bachelor of Fine Arts, Illustration

University of the Arts, May 2000