


# Lynea Ramsey

I am attracted to positive change, print innovation, and glitter. ✨

Ypsilanti, MI 48198  
(773) 575-5894  
Lynea.Ramse@gmail.com  
 lramse

## EXPERTISE

### Creative Project Manager:

- Leveraged curiosity and a commitment to lifelong learning to stay at the forefront of industry trends and emerging technologies.
- Scheduled, delegated, and collaborated within multiple locations to meet deadlines and exceed expectations.
- Strengthened teams by promoting collaboration, innovation, and a shared commitment to project success.
- Implemented rigorous quality control measures, optimizing, and simplifying well-established production processes.
- Oversaw supply management, inventory control, and procurement, ensuring efficient and seamless operations.
- Piloted new initiatives to expand revenue streams and market reach.

### Proactive Leader:

- Motivated sales teams to achieve and surpass sales, daily goals, and customer satisfaction targets.
- Directed workflow effectively, fostering teamwork and collaboration.
- Led training initiatives across the region, ensuring proficiency in daily procedures and the successful implementation of new programs.
- Utilized Quality Driven Management to generate cost savings, grow revenue and improve customer experience.
- Scheduled and directed a high-performing team, effectively managing its transition from 23 to 12 members.
- Initiated an office volunteer program and played an integral role in coordinating team-building events.

### Sales Cultivator & Adaptive Client Champion:

- Revitalized stagnant accounts, transforming them into high-performing, revenue-generating partnerships.
- Drove sales and extended client relationships within high-potential, large and medium-sized mid-market accounts.
- Applied expertise in CRM software and research to cultivate strong partnerships resulting in incremental sales growth and long-term retention.
- Demonstrated strategic selling by identifying customer needs and crafting refined proposals and pricing solutions, catering to various buyer levels.
- Skillfully managed pricing negotiations to enhance customer experiences and align with profitable account growth strategies.
- Adapted and refined sales strategies to accommodate evolving client needs, consistently achieving positive outcomes.
- Provided exceptional client support, fostering trust, and nurturing enduring partnerships.

### Efficient Print Production Specialist:

- Specialized in efficient print production, optimizing processes and resource allocation to enhance productivity.
- Operated a diverse range of digital print equipment, as well as manual and automatic finishing equipment.
- Dedicated to maintaining optimal quality standards and consistently surpassing company goals.

## CAREER SUMMARY

### GPI Direct, Farmington Hills, MI

- *Lead Client Care*
- Feb 2023 – Sept 2023

### Saturn Print & Marketing, Livonia, MI

- *Account & Project Manager*
- April 2021 – Feb 2023

### Staples Business Advantage, Livonia, MI

- *Senior Account Manager*
- Jan 2019 – Jun 2020

### Dollar Bill Copying, Ann Arbor, MI

- *Assistant Production Manager*
- Mar 2016 – Jan 2019

### Office Depot, Nashville, TN

- *District Print Services Supervisor*
- Oct 2012 – Feb 2016

### FedEx Office

- *Center Manager, Chicago, IL*
- *Hub Assistant Manager, Milwaukee, WI*
- Nov 2009 – Jan 2012

## EDUCATION & CERTIFICATIONS

Miller Heiman Sales Training  
Xerox Certified

Bachelor's Degree: History  
Southern New Hampshire University  
Expected: 2024

## SKILLS

- PrintSmith
- Inventory Management
- Salesforce inc. Plan Profit
- Research
- MS Office Suite
- Quality Management
- Document Preflighting
- Office Management
- Invoicing
- Scheduling
- MS Teams, Skype, Zoom