

Jay P. Wilkinson

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Objective: To obtain a Production Planner/Customer Service Representative position within the printing industry

Professional Experience

2003 – Present **Production Planner**, Great Lakes Integrated, Cleveland, OH

- Managing \$2 - \$3 million in sales for 3 - 4 Sales Representatives per year
- Organizing and maintain 20 to 30 jobs per day via EPMS and Monarch managing systems
- Complete production tickets, press layouts and impositions for work orders
- Write and manage outside purchase orders
- Produce mailing and fulfillment work orders
- Work with internal and external customers to advise them of each project's status, to make them aware of any changes that occurred
- Inspect orders for quality

2002 – 2003 **Sales Representative**, The Bodnar Printing Co., Lorain, OH

- Prospected hundreds of Northeastern Ohio's largest companies
- Established 12 new accounts
- Quoted over \$330,000 of projects in the first five months
- Wrote 35 orders for over \$43,000 in the first five months
- Worked with clients to establish and maintain their budget for each project
- Worked with designers and production staff to find solutions to project problems
- Wrote correspondence letters in Microsoft Word
- Kept sales records in Microsoft Excel

1997 - 2002 **Customer Service Representative**, The Lorain Printing Co., Lorain, OH

- Managed over \$2 million in sales for 4 sales representatives
- Organized and maintained 20 - 30 jobs per day on Microsoft Outlook software
- Worked with Microsoft Excel to manage larger accounts and repeat orders
- Created Lorain Printing approval slips
- Responsible for internal press approvals
- Worked closely with sales staff, clients, and all departments in the shop as well as outside vendors to ensure we met our clients' job requirements

1996 - 1997 **Inside Sales Support**, Carpenter Reserve, Cleveland, OH

- Managed printing projects from pre-press through printing, bindery, and delivery of each job
- Wrote production orders, and entered jobs as an electronic ticket through Hagan computer software
- Collaborated with outside vendors for quotes and cutting purchase orders
- Revised estimates to reflect any changes to the client's work order

1995 - 1996 **Customer Service Representative**, Automated Graphics Systems, Inc., Solon, OH

- Analyzed customer orders and determined the ultimate method for completion in order to maximize profits
- Wrote up purchase orders as needed for outside vendors
- Created imposition dummies and layouts for each order
- Estimated costs for all customer changes and sent alteration notices to customers before the jobs were completed
- Prepared all jobs for scaling, identification, scheduling and potential problems before they were put into production

1993 - 1995 **Sales Representative**, Pittsburgh Erie Color Plate, Inc., Erie, PA

- Sold color separation, composite final film, and pre-press services
- Opened up a new territory in Cleveland and the rest of Northeast Ohio
- Increased my sales over 220% my last year with the company
- Established and serviced over 40 new accounts
- Quoted and estimated all my bids
- Wrote up work orders on each job and check each order upon completion

1985 – 2019 **Inventory Auditor**, RGIS Inventory Specialists, Cleveland, OH

- Inventory Auditor for a National Inventory Specialist Company
- Top Gun Auditor for over 19 years of service
- Started in Southern New Jersey with the company in 1985 and continued for over 30 years doing inventories as a part-time employee in Northeast Ohio

Education

California University of Pennsylvania, California, PA

- Bachelor of Science Degree
- Major: Industrial Management
- Minor: Printing Management

Other

- Proficient in Microsoft Office, InDesign, Quark XPress, and Photoshop

● **References – available upon request**