



JOSHUA MOORE

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PROFESSIONAL SUMMARY

Efficiency-driven Print and Logistics Leader effective in fast-paced environments with challenging production targets. Work well with team members, clients, and external vendors using excellent communication skills and good multitasking abilities. Satisfy customers consistently with high-quality work and fast results.

SKILLS

- Graphic design and editing
- Job planning
- Staff training & development
- Performance management
- Critical thinking
- Process improvement

EXPERIENCE

Director of Mail & Print Operations
Rocket Central | Detroit, MI

May 2022 – Present

- Lead \$4m new equipment purchase, across multiple vendors, with cost reduction of \$250k
- Increased uptime and productivity of current equipment by over 300%
- Championed processes to realize departmental savings of over \$400k
- Identified key risk areas within mail system and implemented changes to protect Rocket from legal risk
- Collaborated with cross functional teams for software, hardware, contracts, and internal company initiatives
- Conducted and collaborated on interviews for potential employees
- Reduced headcount based on business need while also decreasing product TOT and increasing quality

Materials/Print Production/Vendor Analyst
Quest Diagnostics / Summit Health | Novi, MI

September 2012 – April 2022

- Redesigned & expanded the Print Shop using 5S and Kaizen processes for improving workflow. Increased overall Print Shop output by 400% while reducing cost
- Consolidated key paperwork printing internally while decreasing cost and lead time, resulting in over \$2.5m savings per year in paperwork costs
- Negotiated with vendors for machines, paper, print, and supplies, lowering costs an average of 30% on each
- Managed company and client specific documents and layout for customers including redesign and new branding initiatives
- Conducted and collaborated on interviews for potential employees
- Controlled inventory and lifecycle of 200+ custom and specific print documents and 150 supply SKUs
- Replaced outdated digital presses by utilizing RFQ with vendors, on site demonstration and soliciting feedback from existing customers. Reduced cost YoY by 50%

Receiving Department Manager
Office Depot | Livonia, MI

December 2011 - September 2012

- Promoted inventory accuracy by verifying part number, quantity, and condition of received products
- Optimized schedules and work assignments, factoring in employee knowledge and abilities and coverage demands
- Reconciled received items with shipping paperwork; packing slips, BOLs, and POs

Print Shop Manager
Max Printing | Novi, MI

December 2009 - December 2011

- Enhanced operations with new and improved procedures targeting underperforming areas and systematic weaknesses
- Eliminated waste at all levels, regularly reviewing team activities and records to spot and resolve problems
- Increased business 100% within targeted markets through improved marketing and promotional strategies diversified across multiple channels
- Managed customer experiences with a close eye on customer and team member interactions, touchpoints, and methods of engagement
- Protected company and customer data by enforcing information policies

Assistant Manager / Technical Trainer
FedEx Office / Kinko's | West Bloomfield, MI

November 1995 - December 2009

- Doubled retail product selection based on analyzing customer traffic and existing sales, resulting in increased product sales by 150%
- Contributed to monthly sales of \$300k - \$450k+
- Developed electronic submission pathway for WSU and concierge service for WSU and GM, to streamline order submission, billing and client experience, resulting in an increase in sales
- Managed 100% of training, both in and out of classroom, for half of the Detroit Metro area including technical, machine, and process training
- Directed daily store operations, including staff management, task delegation, merchandising, print production, and customer service

EDUCATION

Career Training - 140 Hours
Fred Pryor Seminars, Kansas City, MO

December 2020

QMS Bronze
Quest Diagnostics, Novi, MI

February 2019

Leadership Development
FedEx Office, Columbus, OH

November 2007

Graphic Arts and Photography
Taylor Career Center, Taylor, MI