**Tabatha L. Dupuis**

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**Print Production Manager • Marketing Management • Account and Client Management**

**Professional Summary**

With over 20+ years of career experience in print production, accomplished business development and marketing professional with deep experience in building valuable relationships. Possess unique knack of earning trust by being a great listener, understanding what hasn’t been said, asking for validation with restatement of work to be performed. Migrated quickly with print production updates to full adaptation of new technologies including ASI, substrates other than paper, to adding enhancements to inks, plus many more. Skilled in exceeding client goals for engagement, retention, and monetization and creating new markets. Sophisticated communicator with impeccable interpersonal acumen and strong ability to inspire, influence, and liaise effectively with clients at every level while delivering the ultimate customer service experience. Effective and resourceful team leader with strong communication skills and the ability to translate across to the customer, organizational, and cultural barriers.

**Professional Experience**

NexPub Printing, Inc., Miramar, Florida 2015 - Present

**Print Production Specialist/Marketing Management/Account and Client Management, VP of Sales reporting to President and Vice President**

Invited to return to bring a level of sophistication to drive increased revenues. Delivers consultative marketing strategies, working closely with medium to large size businesses and corporations in many industries to smoothly manage creative print production for special events, direct mail, promotion offers using state-of-the art offset presses and digital printers. Manage and exceed client expectations by unwavering client service attention in a highly competitive industry. Hands-on and great relations with the entire print production and operations department to achieve on-time delivery of client work, troubleshooting and resolving unexcepted challenges with ease. Strong organizational skills

* Responsible for 80% of existing client revenues by providing new quotes, working on new projects and producing repeat work, assist in maintaining and understanding all inventoried items on warehouse floor, making sure inventory was allocated properly for warehouse utility and stored within company database
* Business development through cold calling, meeting clients in person, and through other networking events, honing existing client partnerships by maintaining constant contact with key individuals
* Maximize profits by determining which print methodology (digital or offset) creates best client outcome, offering most efficient technique for best binding methods, quality control standards, fulfillment, managing better substrates
* Supervising client files are quality checked prior to print production to avert unexpected upcharges or to provide alternatives for additional fees
* Assist in delivering 110% complete satisfaction, using quality control standards
* 200% increase YOY from city municipalities in spite of extraordinarily high client expectations and turnaround times
* Co-leader on interviewing vendors for new MIS platform

Premier Printing Solutions, Inc., Miami / Pembroke Pines, FL 2010 - 2015

**Production Operations Manager, reporting to President and Vice President**

Managed large clients’ business requested for print production while managing the entire production department with 15 employees. Managed business development by meeting with new clients and retained clients to achieve high satisfaction with print production. Ultimately responsible for Quality Assurance on every print production project, fulfillment and all bindery work. Each day, held morning meetings to manage print product status by area.

* Responsible for 90% of all client revenues by making sure all quotes were done correctly, suggesting better ways to produce a project, giving best prices and delivering quality pieces
* Implemented new procedures to improve functionality of the internal print production department, holding all partner vendors accountable, making sure all internal paperwork are outlined in full details on every project from start to finish,
* Responsible for training and mentoring employees not versed in the industry with the basic knowledge of print production
* Clients included Miami City Ballet, UM Health, Humana, Jackson Memorial Hospital, Medica, Comcast
* Implement HIPPA regulations into company to ensure proper protocol was followed when producing highly sensitive medical materials and their respective mailings

NexPub Printing, Inc., Miramar, Florida 2002 - 2010

**Print Production Specialist, reporting to President and Vice President**

Oversight of all print production duties

* Handles about 80% of existing company’s revenues through repeat work, producing new quotes and guiding clients on new projects, holding in person meetings on a regular basis to maintain relationships.
* Achieved tight turnaround times for United Way of Broward County’s massive mailings for fundraising and updated client on postage needed on reserve at the USPS
* Served as production manager for the Director of Sales accounts’ projects by creating quotes and following all live jobs from start to finish and ensuring projects were delivered in a timely manner
* Creative problem-solver on difficult projects

**Education**

ATI College of Health, Miami, Florida

Diagnostic Ultrasound Technician Program, Summa Cum Laude

Northern Michigan University, Marquette, Michigan

Major: Pre-law / Minor: Criminal justice

**Technical Expertise**

MS Office (Excel, Outlook, Word)

Various Mac platform programs’ terminology, Adobe, EPMS, VisualPrintLeader, Quickbooks

**Presses**

Heidelberg GTO 4 color 18”, Ricoh Versicolor Digital, Konica Minolta Digital, AB Dick, Heidelberg Quick Master 18”, Mistubishi 6 Color 40”, Akiyama 6 color 28”, Ryobi 2 Color 17”

**Memberships/Activities**

* Board Member, The Adoptee Group (TAG), 2019 - Present
* Guardian Ad Litem Program nestled with the 17th District Court (Broward County), 2014 – 2017
* Band booster organization volunteer, Renaissance Middle School (Broward County), 2013 - 2017
* A Sip of Wine, Taste of Heaven Committee (Pembroke Pines/Miramar), 2004 – 2009, 2017
* American Red Cross (Miami-Dade Chapter), 2003 – 2008