

Jason Kivela

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TEAM MANAGEMENT ■ PROCESS AND DOCUMENTATION DEVELOPMENT ■ XML PUBLISHING WORKFLOW

- **Experienced project manager offering 16 years of success leading all phases of diverse print and fulfillment projects;** BA in Communications and Fine Arts, Six Sigma Yellow Belt credentials and five years of graphic design for monographs and textbook layout and design.
- **Process strategist;** gather employee feedback as well as use an “experience the task in their shoes” approach to analyzing processes to develop training documentation and efficient workflows.
- **Process management;** design and follow demanding production schedules for complex page designs, work with teams across multiple continents to delegate work and maintain high quality
- **Excellent communicator;** leverage technical and operations knowledge combined with a friendly and “everyone wins” mentality to communicate effectively with clients, company executives and employees.

Skills Summary

Management:

- Workload/capacity analysis for the project management team
- Consulted on management decisions on software upgrades and purchases.

Project Management:

- Schedule and manage software updates
- Documentation creation
- Develop project planning and tracking tools

Value-Added Leadership:

- Cross-Department Supervision
- Team Building & Mentoring
- Client Relations & Presentations
- Vendor Management

Page layout and design:

- Design and implement complex InDesign templates
- Use XML to drive page design and layout
- Optimize templates for efficient production

Content Flexibility:

- Setup content with alternate exports in mind
- Test exports against ePub specifications
- Use XSLT to convert content to any needed specification
- Design ePub style sheets

Software known: Adobe Creative Suite, Microsoft Office (including Access and strong Excel skills), ePub, HTML, CSS, XML (DTD and Schema writing), XSLT

Representative Projects (2000 to 2016)

- **Client design conversion:** Created master pages, library items and style sheets based on client design files. Optimized the design file into templates for production, including offshore layout facilities. Created in template documentation to assist layout personal in use of the templates.
- **Offshore training:** Visited facilities in Chennai, India to review workflows and quality standards. Remained on site for a month with regular team meetings to fine tune procedures.
- **ePub conversion:** Setup InDesign templates to use XML to drive page layout, with the end goal being to export for ePub and other web based outputs.
- **New Business Growth:** Worked closely with the sales force to meet a 24% department revenue growth for 2015 fiscal year. While the sales team focused on discovering leads and building sales relationships, I supported them by providing contract writing, service and production pricing and face-to-face meetings offering an operations perspective and reassurance.

Results: Obtained the assigned 24% revenue growth in new business, making fulfillment the fastest growing department in the company.

Education & Credentials

University of Wisconsin – Platteville, May 2000

Bachelor of Arts in Communications Technologies Management with an emphasis in Photography and a minor in Fine Arts

University of Wisconsin - Wisconsin School of Business, Center for Professional & Executive Development

Business Process Improvement Using Lean Six Sigma and Performance Metrics Certificate, Sept. 10, 2015

Leadership: Inspire the Best in Your People Certificate, Feb. 4, 2015

Career Progression

Fulfillment Manager, Omnipress, Inc. (Madison, WI), 2013 to present

Lead and managed the fulfillment warehouse team which delivers print-on-demand and inventory training materials for over 70 associations and companies. Designed warehouse processes for picking, packing and shipping fulfillment orders. Consult on sales to anticipate future clients' needs.

Collection Site Manager, Omnipress, Inc. (Madison, WI), 2011 to 2013

Guided clients with discovering their abstract and paper collection needs for conferences and helped develop online site for those tasks. Lead online and onsite sales and functionality demonstrations of our software systems, helping with the proposal and prospect discovery process.

Pagination Specialist, Four Lakes Color Graphics / Laserwords Publishing, LLC (Madison, WI), 2007 to 2010

Organized schedules, workflows, and employee availability (both overseas and domestic) for multi-volume textbooks. Wrote training materials and trained employees in project-specific procedures. Created and adapted composition and design templates to be used for textbooks to meet the accreditation/certification requirements for several U.S. states and multiple grades levels for multiple disciplines. Adapted monograph and fiction books in InDesign for ePub output.

Communication Director, Wisconsin Chiropractic Association (Madison, WI), 2006 to 2007

Designed, edited, and created a monthly newsletter for all chiropractors in Wisconsin. Designed brochures and informational and marketing materials for continuing education programs. Handled all communication and scheduling with printers for newsletters and brochures.

Publication Technologies Specialist and **Page Layout Specialist**, Apex Publishing, LLC / Impressions Book and Journal Services, Inc. (Madison, WI), 2000 to 2006

Designed and paged books, journals, and encyclopedias. Conducted research and development on products, technologies, and workflows for the Production Department. Improved or streamlined workflows and processes, and provided reports and analysis to managers and employees. Traveled to India to provide training on new and existing procedures for the overseas production teams. Handled text, art, and table placement of books using meta-tagged text content for indexing and cross-referencing.