

## GLEN SWYERS

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### SUMMARY

Innovative leader, coach and trainer with management experience in pre-press, press, bindery, mailing and fulfillment services. Key areas of expertise include: Problem Solving, Process Improvement, Quality Assurance, and Project Management,

### PROFESSIONAL EXPERIENCE

**Manager** - Plant Manager of the Mailing Fulfillment Center for the Hickory Printing Group. Center consists of 4 sub-business units - Mailing, Digital Printing (HP Indigo), Fulfillment, and Hand Work. Managed and trained one of the larger sheet-fed printing plants in Buffalo, NY. Company ran a 3-shift, 6-day workweek. We specialized in direct mail, sports and financial printing. Infinity Imaging Group- We were the first printer in Western New York to have a complete Digital Printing Solution.

**Manager Finishing** - Our in house finishing department included: Polar cutting systems 137EMC; Stahl folding systems - buckle, knife and signature; Stitching - Heidelberg Omega- saddle, Omni - flat.

- Responsible for sensitive database management. Databases that I would manage included personal financial information for the professional sports teams and bank mergers. (merge, purge, data scrub)
- Mailing programs for Wells Fargo, Bank One, Chase, M&T Bank and non-profit groups. Responsible to work with USPS back thru to the design team we saved our clients thousands of postal dollars.
- Mail Drops - BCC Mail Manager 2010, Accuzip. Merge, purge, data scrub and mail sort / postal correct mailing lists. Imaged letters or personalized envelopes mail sorted in trays, bags etc... Worked with mail acceptance team till the project dropped.
- Our fulfillment group served clients like Buffalo Bills, HSBC and Key Bank. Time sensitive packets included POP signage, brochures, and instruction materials that would deliver to all of their branches.

**Manager Pre-Press** - Our team was responsible for publications such as (NFL) GameDay® Magazine and packaging for local companies who found their products in national outlets such as Wal-Mart and K-mart. Departments included creative/digital services, desktop finishing.

- Desktop Finishing Specialist - I have advance experience in fixing customer files and establishing data integrity.
- Software experience includes - Quark Xpress, InDesign, PhotoShop, Illustrator, Freehand, Acrobat, Publisher, Word, Excel, Access, PowerPoint.

### IT

Areas of expertise include: Servers (Windows, Novell, and Apple Workgroup), Client (Windows and Mac), Groupware (Microsoft Exchange, Novell GroupWise), and some Cisco router experience.

- Computerized the inventory and purchasing system.
- Created corporate web presence.

### EDUCATION

- SUNY Empire State College - Bachelors degree in Business, Management and Economics with concentration in Marketing GPA 3.902
- Erie Community College - Associates degree in Visual Communications (Phi Theta Kappa)
- Dale Carnegie - Effective Speaking
- A+ Certified Computer Technician
- Disney Certified Trainer