

**Kristel Jusu**  
**3796 Melvin Drive • Atlanta, Georgia 30331 • (678) 531-6861**  
**Email: [kjusu39@gmail.com](mailto:kjusu39@gmail.com)**

Results oriented, has a deep understanding of the print cycle and understanding customer needs. A self-starter, with the demonstrated ability to prioritize and organize large amounts of information. I have a proven track record in driving projects to completion timely and within budget while working with cross-functional teams (design, production, graphics, and logistics). I gained the ability to juggle competing demands demonstrated by successful management of more than 150 projects in a year.

Over the years, I've built successful relationships with clients by establishing trust and exceeding their expectations. I've worked with clients from various industries including healthcare and hospitality, automotive, facilities maintenance and supplies.

My academic training in print production management has cultivated a fascination in turning big ideas into successful campaigns which influence actions, perceptions, and attitudes. I thoroughly enjoy brainstorming sessions, combining creative and brand strategy to sell products and enhance consumers' perceptions.

**Professional Experience:**

Customer Service

April 2016 – August 2017

Art Laminating & Finishing LLC, Atlanta, GA

**Responsibilities:**

Independently manage printing orders from the receipt of specs to the invoicing of the order. Effectively presented and discussed the products and services of the company.

Requisition of raw materials, including paper, special inks, foils, dies, outside operations, co-ordinate activities between these departments.

Act as a liaison between the Client, Sales, and Operations and decide on the course of action necessary to assure that timelines are met and client expectations are satisfied. Manage client business through the plant by negotiating for best schedule and communicate schedule to the client.

Proactively monitor jobs during all phases of the manufacturing cycle, adjust schedule / job process as necessary.

Review detailed job information in daily production meetings, received and resolved customer's problems with the assistance of team members and other departments.

Improved customer satisfaction by improving responsiveness and anticipating customer needs on The Paperworker.com website - <https://www.thepaperworker.com/>

Enterprise Account Development, Account Manager II

December 2012 – April 2015

ViaTech Publishing, Dallas, TX

**Responsibilities:**

Served as the point of escalation for CS when assistance is needed with internal or external issues. Maintain positive, open lines of communication with clients and sales.

Scope special projects: Identify opportunities based on client knowledge. Contact appropriate parties within client organization. Develop SOPs and pricing, when needed.

Work with sales reps on QBRs and maintain all needed records. Manage implementation of new services for clients, such as API feeds, SSF, BAB: Coordinate demos with Business Technology Team (BT Team).

Collaborate with BT Team to implement technology needs. Set up files and parts, with assistance from CS. Schedule and lead weekly status update meetings. Manage inventory procurement for transfer to the company warehouse.

Order processing to load-level with CSRs or for accounts that require higher-level hands-on intervention.

Supply files to Prepress for set-up, build components in i5 and update skeletons for existing parts as needed.

Print and Corporate Merchandise Representative

May 2007 – May 2011

AFLAC, Atlanta, GA

**Responsibilities:**

Monitored and prepared daily and weekly action plans of individuals as well as the rest of the team to ensure synchronous communication and fluidity of work.

Met or exceeded revenue and gross profit expectations set forth by management.

Pursued prospective corporate accounts and continued sales activities such as demonstrations, appointment-setting, proposals writing, telemarketing and customer update initiatives. Competitively proposed end-to-end solutions by maintaining constant updates in changes in corporate products and technology.

Served as the first line and single point of contact with customers. Maintained accurate paperwork in line with the sales orders and deliveries. Performed other duties outside job scope when needed.

*Résumé, Page Three*

Customer Service Specialist

July 2003 – July 2004

Collins Digital Imaging, Atlanta, GA

**Responsibilities:**

Prepare quotes utilizing the bid package and provide to the customers or prospects.

Follow-up on all quotes within 24 hours of submittal. Enter customer orders clearly, concisely and accurately interpret customer information into order forms and in Printsmith.

Daily update the "WIP". Make new job folders and confirm that all information is complete and accurate before it goes to the Production Manager.

Completed required paperwork for outside purchases of products and services. Work with the PM to ensure that all jobs are completed to the customers' specifications and satisfy the delivery schedule.

Assist the CSR when necessary to ensure that all customers are taken care of in a professional and timely manner. Send thank you notes to large order and repeat customers.

Always look for opportunities to identify ways that we can make things easier for our customers.

Account Coordinator of Wholesale Markets

December 1999 - August 2001

Kraigie Knewell, Marietta, GA

**Responsibilities:**

Participate in daily production meetings. Assist other departments as needed. Communicate effectively with management and all departments. Attend all assigned client and staff meetings.

Attend seminars and training sessions as directed.

**Skills:**

Functional in (PC) i5 (OS/400), ePace, Citrix and a few other Print Management Systems, the Microsoft Suite of programs and Adobe Photoshop CS6

Knowledgeable of social networking, graphics and advertising

15+ Years of Customer Service/Print Project Management for both Commercial Offset/Digital Print Production experience including high speed duplicators (POD), 40" multi-color sheeted to heat set webs, Xeikon 20" Digital Press from inception of the job to delivery of product to customer. Bindery, film/spot UV lamination, hand/sheet fed mounting, die-cutting, folders, perfect binders/stitchers and fulfillment.

Multitasking and proactively managing and tracking multiple projects. Strong verbal and written communication skills.

**Interests:** Advertising, Strategic Planning, Marketing Research, Event Marketing, Brand Management, Media Planning

**References:** Available upon request.

**LAI D OFF:** May 2011 – December 2012 and again August 2017

**Education:** FLORIDA A&M UNIVERSITY – Tallahassee, FL

**B.A. Printing Management, 1995**

SAINT PETERSBURG JUNIOR COLLEGE – Saint Petersburg, FL

**A.A. Fashion Merchandising, 1991**