

## SUMMARY

A highly accomplished Publishing Operations Manager with expertise in book publishing, inventory and fulfillment management, and customer relations across various organizations. A forward-thinking and detail-oriented leader recognized for managing projects, streamlining operations, building solid relationships, and delivering cost savings and customer satisfaction.

## AREAS OF EXPERTISE

- Fulfillment Operations
- Inventory Management
- Obsolescence
- Physical Inventory
- Forecasting and Sales Analysis
- Inventory Reconciliations
- Distribution and Logistics
- Vendor Management
- Outsourcing/Insourcing
- Request for Proposal
- Contract Negotiation
- Project Management
- Process Improvement
- Customer Service
- Standard Operating Procedures
- Product Management
- Conferences/Author Events
- Ecommerce Order Fulfillment

## PROFESSIONAL OVERVIEW

**Independent Contractor**, Fulfillment Matters LLC, Washington, DC **2019-Present**

- Managing and supporting organizations with the varied, complex logistics of inventory and fulfillment operations.

**Distribution Manager**, Brookings Institution Press, Washington, DC **2016-2019**

- Managed worldwide distribution for more than 6,000 academic and trade titles and led partnerships with 20 distributed presses, representing 9% of total book revenue.
- Ran print-on-demand printing program and digitization of more than 750 backlist titles, resulting in increased revenue greater than 50% and significantly reduced printing and storage costs.
- Delivered cost savings through managing excess inventory and compliance of warehousing guidelines, overseeing fulfillment operations of distribution vendor and inventory movement of consignment accounts, and consulting on vendor contract negotiations.
- Directed operations of on-site bookstore with an annual book revenue around \$200,000, managed staff and logistics for book sales at author events.

**Manager, Book Operations**, Council for Advancement and Support of Education, Washington, DC **2007-2016**

- Managed global publishing fulfillment and inventory management operations. Enhanced operational efficiencies and increased product sales by leading the launch of a new ecommerce system for publications and products and structuring inventory data for conversion to an association management system.
- Created and led fulfillment RFP process and negotiation of a new third-party vendor contract, and headed transition of all fulfillment and customer service functions. Reduced storage costs by 10% through management of inventory and the creation of a publications archive.
- Implemented new processes and trained customer service on standard operating procedures. Ran bookstore and author event book sales at up to 4 annual conferences.

**Fulfillment Manager**, AIS Health/Atlantic Information Services, Inc., Washington, DC **2005-2007**

- Streamlined publishing department by outsourcing fulfillment, warehousing, and customer service operations to a third-party fulfillment vendor. Delivered a 10% savings in overall fulfillment costs.
- Developed and implemented a publication inventory tracking system, and oversaw and trained customer service staff of 4 on publication processes.

**Distribution Operations and Customer Relations Manager**, VarsityBooks.com, Washington, DC **2003- 2005**

- Procured textbooks and monitored publishers and distributor inventory shipments. Supervised, trained, and monitored 15 seasonal call center staff.

**Inventory and Fulfillment Supervisor**, National Committee for Quality Assurance, Washington, DC **1998-2002**

- Managed inventory and obsolescence, delivering a reduction of annual storage expenses by 53% and a 49% cost savings for year-end physical inventory.
- Oversaw outsourcing of publications, third-party fulfillment vendor, and managed fulfillment budget, resulting in a 58% decrease in overall fulfillment expenses. Created and documented fulfillment processes, transitioned customer service in-house, and supervised and trained 3 customer service staff on order fulfillment.
- Spearheaded launch of first online store for publications and products. Led implementation by defining business requirements for ecommerce order fulfillment, designing key reports, and developing an inventory tracking system. Awarded the NCQA 2001 Employee of the Year Award for Process Improvement.

**Senior Inventory Analyst**, Pearson Prentice Hall, Upper Saddle River, NJ **1994-1998**

- Managed inventory of largest publishing unit and forecasted sales for over 15,000 titles. Established foundation and initiated title selections for print-on-demand program.

**EDUCATION**

Bachelor of Arts, Economics (focused in Accounting), Douglass College/Rutgers University, New Brunswick, NJ

**TECHNICAL EXPERIENCE**

MS Excel - Formatting; VLOOKUP; Pivot Tables  
MS Access – Tables and Queries

**PROFESSIONAL MEMBERSHIPS**

- Member, American Society of Association Executives (ASAE)—2020-present
- Member, The Media & Content Marketing Association—2015-present
- Member, Washington Publishers—2011-2018

**VOLUNTEER**

- Fulfillment Consultant, Pittsburgh Interfaith Evolution—2019-present
- Secretary and Advisor, The Hans & Etta Hofsas Foundation—2014-present