

# Stephen Jay Faircloth

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## SUMMARY

Versatile technical/creative type with extensive and varied print industry experience. Demonstrated success at developing and implementing complex custom print workflows to address unique customer needs and requirements. Outstanding combination of technical expertise, creativity, team building and leadership ability, and process design and management skills.

## WORK EXPERIENCE

2006 – 2008 AUG. JAN.	<b>Ambit Press</b>	
	Technical Manager/Design Lead	Cambridge, MA
	Primary print design resource for Ambit's print customers, from walk-ins to Fortune 500 companies like Biogen Idec. In-house resource supporting sales, customers, and Production staff with general IT and print system-specific technical expertise. Designed and launched integrated marketing websites utilizing MindFire Inc.'s Look Who's Clicking toolset.	
2001 – 2005	<b>Harvard University</b>	
	Project Manager, Harvard Printing & Publications Services (HPPS)	Cambridge, MA
	Managed customer relationships and developed printing solutions for several of HPPS' largest customers by volume and revenue as well as supplying in-house technical expertise for printing systems and processes.	
	<ul style="list-style-type: none"><li>› Worked with Harvard Payroll, Xerox, and PeopleSoft developers to transition printing of Harvard University payroll checks from obsolete mainframe environment to HPPS' digital print center. Developed testing, audit, and reporting processes to ensure integrity and security of data and printed materials throughout the payroll cycle.</li><li>› Managed production of Harvard Business School Case Studies for worldwide distribution. Dramatically improved customer satisfaction and HPPS performance in all areas during tenure by examining and redesigning QA and QC processes, implementing proactive corrective action process.</li><li>› Provided in-house design services for HPPS and customer printing projects. Wrote and designed all HPPS marketing materials.</li></ul>	
1999 – 2000	<b>IKON Office Solutions</b>	
	Production Manager, IKON Business Document Services (BDS)	Watertown, MA
	Managed all aspects of production for \$7 million dollar commercial printing facility and its three satellite facilities. Coordinated efforts of department leads to maximize productivity and ensure on-time delivery utilizing continuous improvement procedures, cross-training programs, and improved interdepartmental communication.	
	<ul style="list-style-type: none"><li>› Merged Waltham and Watertown facilities to eliminate duplication of services and reduce overhead.</li><li>› Headed initiatives to migrate targeted customers from traditional print-and-fulfill to true digital print-on-demand.</li><li>› Dramatically improved on-time delivery, customer-reported errors, spoilage, and other key performance metrics across all production departments.</li><li>› Planned and managed plant closure including transfer of existing business to IKON's Hudson facility, return of customer materials and files, environmental cleanup, disbursement of equipment.</li></ul>	
1997 – 1999	<b>IKON Office Solutions</b>	
	Digital Systems Manager, IKON Business Document Services (BDS)	Watertown, MA
	Managed Digital Print, Design/Prepress, and MIS/IT Systems for \$7 million dollar commercial printing facility and its three satellite facilities. Provided Management, Sales, and Production teams with end-user technical support, training, and MIS services.	
	<ul style="list-style-type: none"><li>› Implemented and Maintained IntraDoc! CMS for internal and customer asset management.</li><li>› Developed Access-based database applications to allow management team to more easily extract and manipulate sales and financial data from antiquated Covalent ERP system, facilitating real-time financial and productivity analysis.</li><li>› Headed workflow redesign team tasked with evaluating and improving end-to-end handling of customer orders shop-wide. Dramatically streamlined internal processes, improved worker productivity, and developed Best Practice documentation and training materials for all functional groups.</li></ul>	
1993-1997	<b>IKON Office Solutions</b>	
	Shift Manager, IKON Litigation Document Services (LDS)	Stamford, CT and Boston, MA
	Managed production shifts at various IKON Litigation Document Services facilities in Connecticut, Massachusetts and Rhode Island.	