Jeanette Hester

***Production Oversight Manager***

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*Production Manager with a 16-year career track and outstanding record of accomplishments for Production cycles that meet demanding time restraints and exceed expectations. Expertly develop scalable solutions that dramatically improve efficiency, productivity, and profitability with a demonstrated ability to define and map project scope, specifications, project timeline, resources, and budget requirements from point of planning through production in both traditional and virtual business environments.*

**PROFESSIONAL EXPERIENCE**

**Project/ Production Manager for Chase, Detroit, MI**  7/05 - Present  
*Joined BLN as a Project / Production Manager to manage the Dansford Production Process from July through December 2005 until IBM's contract ended. Remained on as Dansford 's preferred Project Manager based on proven performance.*

Managed the technology planning and execution of the complete Production Process.

Work cooperatively with Convention and Hotel management teams to ensure compliance.

Select Accomplishments - Conference Highlights

* Golf Classics, Dallas, TX, August 2005: 15-day conference; 6-day set up.
* Dansford Bank Senior Management Conference, Orlando, FL, September 2005: 6-day conference
* Recognized by Dansford Bank's Japan office for meeting Asian conference standards.

**International Finance, New York, NY, 1996 - 2004  
Director of Executive Support and Events Coordination, 2000 - 2004**  
*Reporting directly to executive team, headed major IT projects in charge of planning, execution, and onsite support for U.S. and international tradeshows and company events for this globally leading inter-dealer broker specialized in providing wholesale and intuitional brokerage services to financial firms worldwide.*

* Directed all phases of in-house and on-site production and technology operations to ensure the accurate construction of customized exhibits and electronic display of financial information at events.
* Collaborated with cross-functional staffs to coordinate the logistics and technical requirements.
* Managed the planning, spending, and tracking of multi-million-dollar budgets for all events.
* Strategically negotiated with multiple vendors to structure contracts and secure cost-effective services

Co-led the site planning for the firm's World Headquarters. Structured a project team to execute senior management's vision for the implementation of advanced technologies to support real time data exchange on the trading floor and cutting-edge communications for the boardroom and Media Center.

Slashed annual expenses by $500k with the implementation of process improvements to trade show booth designs and technology capabilities that became standard operating procedure for future events.

In response to the tragic events of 9/11, joined an emergency project team for the build-out of temporary office space involving the construction and IT requirements for 76 trader/non-trader workstations.

**Desktop Strategies Manager, 1997 - 2000**  
*Managed a Windows-based global desktop platform running on a platform supporting multiple sites worldwide. Worked closely with management to define project goals, developed business plans, and led the success of critical system installation and data migration projects through team leadership of six top-tier technicians.*

Accomplishments

* Directed the firm's global infrastructure upgrade project, overseeing the design and implementation of a standard build that included Win-Install and SMS as primary remote agent and integration of 350+ in-house applications. Increase user productively, reduced redundancy, and minimized maintenance fees.
* Guided a system migration initiative supporting the relocation of the Tokyo office with responsibility for site planning and generation of a hot cut environment to reduce Y2K/Euro conversion costs. Brought project in nine weeks ahead of schedule, under budget, and without disruption to revenues stream.
* Planned and coordinated the build-out of the California office, housing 45 emerging markets brokers.
* Aligned favorable market conditions with advance technologies to achieve the firm's most profitable money centers on a global scale.

**Desktop Support Manager, 1996 - 1997**

*Migrated the firm's operating system to a Windows-based platform supporting 1,400 employees in the New York region. Drastically decreased user downtime and produced an annualized saving of $45,000.*

*Established an in-house Events Coordination Department with a staff of 18 that eliminated the need to outsource production operations to trade show vendors at an annual cost savings of more than $250,000.*

**TK2 Corporation of New York, NY, 1983 – 1996; Data Center Manager**  
*Managed critical data center operations for this major financial firm with a focus on mainframe operations comprised of numerous servers supporting multi-million-dollar global financial transactions.*

* Served as primary point of contact on a 24-hour, 7-days-a-week basis for Network Operations, Customer Service Operations, Production Control, Computer Operations, and Help Desk.
* Coordinated timely disaster recovery procedures affecting the stability of data center operations.
* Interfaced daily with client users worldwide to address a range of technical issues and concerns.
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* Developed and revised departmental procedure manuals to assist staffs in technical operations.
* Implemented Quality Control procedures to ensure full compliance with Service Level Agreements.

**EDUCATION**

**Associate of Science, Data Processing** - *Hofstra University, Hempstead, NY*