

Mack Dolsen

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Operations Manager - Clean Copy, Inc. - 8 years experience running day to day operations of locally owned printing firm, responsible for:

Project Management

- Experience coordinating and managing multiple projects simultaneously, ensuring objectives, budgets and timelines were met
- Anticipated challenges and proactively implemented solutions to ensure continued project quality
- Managed all phases of client projects from RFP through final deliverable
- Worked directly with clients to gather business requirements and establish project scope, timeline and budget
- Reported project progress to clients and resolved disputes and errors
- Experience working with and managing the expectations of diverse teams across a broad spectrum of disciplines including academic, business, government & retail sectors

Management & Leadership

- 8 years demonstrated leadership managing and leading staff of 7, duties included:
 - Hired and trained new staff on business processes, customer service & equipment
 - Reviewing and authorizing employee pay increases and annual bonuses
 - Reviewed and approved employee schedules with owner
 - Dealt with difficult employees, including disciplinary hearings and terminations
- Managed all vendor relationships
- Realized savings of 20% on cost of goods in first year as operations manager through increased efficiencies in ordering and inventory management
- Update, maintained companies client facing website and social media presence
- Assisted in forecasting sales and budgeting for the upcoming fiscal year.

Process Improvement

- Won approval for, planned and implemented a company wide computer invoicing and job tracking system, replacing old paper & file system. Increasing employee productivity by streamlining new and reorders, tracking down closed invoices and establishing a searchable client history
- Established company policies and processes for handling daily operations, customer asset management, and workflow management

Work History

June 2004 - April 2012 - **Clean Copy, Inc.** *Print and Graphic Arts Provider* - Operations Manager

June 2001 - June 2004 - **Aon Hewitt** - *Health and Benefits Consulting* - Associate

April 2000 - Feb 2001 - **Bidwell & Company** - *Financial Services* - Mutual Funds Operations

Oct. 1997 - April 2000 - **Copper Mountain Trust** - *Financial Services* - Lead Mutual Fund Operations

Education

University of Montana - Bachelor of Arts

Technology

MS Office (*Outlook, Word, Excel, Powerpoint, Publisher, Access, Outlook (1997-2010), Google Docs, Pages, Numbers, Keynote, Filemaker, Adobe Creative Suite CS1-CS5.5 (Acrobat, InDesign, Illustrator, Photoshop)*) installation and management of MS Windows (*98, ME, XP, Vista, 7*), OS X (*10.1-10.7*), OS X Server (*10.5*), hardware troubleshooting and repair, basic networking troubleshooting and repair