

Kevin Dutile

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Key Accomplishments

- Manage, train, and coordinate resources for a digital production department
- Consult with internal and external stakeholders to plan, troubleshoot, and improve eBooks and learning platforms
- Collaborate with product teams to triage client content issues and discover areas for product improvements
- Document processes, standards, and workflows to allow for legacy support, training, and best practices

Work Experience

VitalSource Technologies

Boston, MA

Manager, Digital Production

Jul 2017 - Present

- **Team Manager:** Coordinate team resources to complete projects for Professional Services. Design, implement, and re-engineer workflows to optimize efficiency. Nurture learning and development amongst team members for personal and organizational growth.
- **Content Consulting:** Assist Sales and Customer Success teams with material provided by publishers, institutions, and vendors. Audit and recommend improvements on client content to maximize user experience.
- **Scripting:** Support both new and aging products through creation and modification of scripted tools.

Digital Production Specialist

Jan 2016 – Jun 2017

- **Product Support:** Work with product teams to triage and resolve content related issues. Assist in large internal and external QA initiatives to strengthen key client relationships.
- **User Support:** Offer technical assistance to Support teams regarding content. Analyze usage data to drive decisions. Own and maintain tiered escalation of content support through workflow software.

Production Associate

Oct 2012 – Dec 2015

- **Production for Professional Services:** Convert, modify, and create digital content for eBooks and learning products. Varied content includes HTML/CSS, XML, PDF, SWF, audio, and video.

Production Department (Temp)

Aug 2012 – Sept 2012

- **Quality Assurance:** Test completed products and prepare bug reports.
- **Document Enhancements:** Use proprietary tools to add hyperlinks and synced voice-over to educational products.

Skills

Computer

- **Project Management and Communication:** Jira, Confluence, Git, Slack, Hipchat.
- **Programming:** HTML/CSS, XML. Basic writing and modification in Perl, Ruby, Javascript.
- **Content Production:** Adobe Acrobat, PitStop Pro, ImageMagick, FFmpeg.
- **Microsoft Office 365:** Outlook, OneDrive, Word, Excel.
- **Google Services:** Docs, Sheets, GCP.

People

- **Leadership:** Conflict resolution, resource management and delegation, enable personal development.
- **Communication:** Multi-departmental project coordination, client consulting, internal support, user guidance.
- **Teamwork:** Collaborate on product requirements, problem solving through sharing resources.

Education

University of New Hampshire

Durham, NH

128 credits towards Mechanical Engineering,

Fall 2005 – Spring 2010

double minor Applied Mathematics and Business Administration

- **Tidal Energy Infrastructure Senior Design Project:** Student Co-Lead on senior project to fabricate and test a renewable energy platform in the Piscataqua River. Coordination of students, teaching assistants, shop technicians, and professors. Fabricated and assembled parts for a Gorlov turbine on a 20 ft pontoon platform. Gathered testing data to make improvements on design. Managed budget.