

Zack Fornaca

Business Wire, SAN FRANCISCO

Senior Newsroom Supervisor - *December 2011 - May 2018*

- Oversaw operations of 25 person team editing and distributing press releases around the clock
- Responsible for recruitment, training, and scheduling for a 24/7 team
- Worked directly with Fortune 500 clients on their most sensitive announcements
- Showcased Business Wire's newsroom capabilities in meetings with new and prospective clients
- Newsroom's chief cross-departmental liaison working with sales, IT, and billing teams
- Led 100% increase in department's upsells, breaking company records

Evening Supervisor - *August 2008 - December 2011*

- Oversaw operations of 10 person afternoon/evening shift

Assistant Evening Supervisor - *October 2007 - August 2008*

- Assisted Evening Supervisor in supervising afternoon/evening shift

Newsroom Editor - *February 2006 - October 2007*

- Edited and prepared press releases for international wire transmission
- Provided customer service to corporate clients by phone and email
- Multimedia specialist, formatting and processing photos and videos for distribution alongside press releases
- First person other editors talked to when technical problems occurred, before resorting to an IT support ticket

University of California, BERKELEY, Calif.

Library Assistant - *2005-2006*

- Filled interlibrary lending requests, locating books and preparing them for shipment

Starbucks Coffee, BERKELEY, Calif.

Shift Supervisor - *2003-2005*

- Coordinated and trained employees
- Acted as Coffee Specialist, creating a custom blend, and answering customer questions

EDUCATION

University of California, Berkeley

- B.A., Linguistics, 2005

SKILLS & HOBBIES

- Basic conversational Japanese
- Technical proficiencies: Photoshop, both MacOS and Windows, Office suite
- Roasting coffee, baking, retro gaming

References available upon request.