

Gerardo (Jerry) Zayas
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Summary:

Experienced project manager within the printing industry. I'm proficient in managing tight deadlines, problem solving, coordinating between multiple departments, and helping foster an upbeat work environment. I'm excited to leverage my organizational skills and attention to detail within a new role.

Skills:

- Over 15 years of customer service experience.
- Inventory management, quality control, bookkeeping, hosting meetings, scheduling shipments and deliveries.
- Training experience for both employees and clients. I enjoy learning and teaching others.
- Managing tight deadlines and the ability to adapt to new challenges.
- Quick learner and the ability to work within teams or independently.
- Computer skills working with both Microsoft and Mac UI. Experience using: Salesforce, PrintSmith, PrintSpeak, Slack, FedEx, UPS and USPS Shipping. Direct Mail software, Google Services, Adobe Services.
- Warehouse experience including inventory, receiving, delivering, storing, installing office equipment, truck loading/unloading, pallet-jack.

Experience:

Alpha Graphics Hartford - Project Manager

July 2022 – July 2025

- Manage high-volume printing projects with tight deadlines, ensuring on-time delivery and customer satisfaction.
- Act as a liaison between sales, production, and shipping departments to coordinate workflow and resolve any issues that arose during project execution.
- I provide both written and verbal customer service support, addressing inquiries, resolving complaints, and communicating project updates to clients.
- I coordinate daily with outside vendors to fulfill outsourced projects.
- Maintain bookkeeping records, tracking project expenses, invoicing clients, and applying payment.
- Manage inventory and order new supplies while staying within the company budget.
- Coordinate deliveries and shipments, communicating with carriers to ensure timely and correct delivery of products.
- Generate weekly reports for production meetings to help keep the team informed.

Cloze, Inc. - Customer Support Specialist & IT

January 2019 - January 2022

- Provided email and phone-based customer support in a fast-paced startup environment for a mobile and web-based Company
- Facilitated orientation for new team members
- Monitored staff performance outcomes
- Worked closely with the program manager to review staff and program outcomes.
- Onboarding and training for premier clients
- Developing complex automated marketing campaigns for premier client businesses.
- Provided weekly reports to management regarding customer needs.
- Trained team members and clients on new program features.

Data-Mail - Data Processing Specialist & Quality Control

October 2015 - January 2019

- Oversaw the production of various direct mail print requests from Fortune 500 companies in a quality assurance role.
- Audited customer data before the final printing process. This role involved identifying risk for violating postal regulations and working with various departments in meeting strict customer deadlines.
- Used postal presort software and in-company software and audited the physical product before final production.

CopyCentral - Business Manager

August 2011 - October 2015

- Managed all aspects of a small business, including day-to-day customer service, training, bookkeeping, advertising, and ordering materials.
- Coordinated product shipments via USPS, FedEx and UPS.
- Maintained inventory on store materials and coordinated replenishment with vendors.
- Oversaw maintenance of printing machinery and helped fix equipment.
- Experience in delivery to our customers using a company supplied vehicle.
- Along with exceptional customer service via email, phone and in-person interactions, I fulfilled custom print orders that required creativity and problem solving within the constraints of our equipment.

Education: Senior Standing - Present (Part-time)

Central Connecticut State University, New Britain, CT

Currently pursuing a Bachelor's Degree in Psychology