Dawn Dombrow-Thompson
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www.dombrow-thompson-studio.com

Objective

Seeking a position in digital publishing where my diverse technical skills and production management experience contribute to the success of a project team.

Experience

Over twenty years in graphics production and project management with emphasis in planning, managing and producing a full scope of printed and online documentation. Extensive computer skills with a solid understanding of pre-press production, and software development and documentation life cycles.

Strengths

Professional written and interpersonal communication with a focus on providing outstanding customer service. Effectively work with diverse personalities, organizational levels and customers, including negotiations and issue resolution. Proven ability to recruit, develop and lead cohesive project teams, and successfully manage multiple projects concurrently from concept to delivery. Technical aptitude to learn and teach new applications and processes quickly.

Applications

Adobe Creative Suite (InDesign, Illustrator, Photoshop, Acrobat), FrameMaker, RoboHelp, Captivate, Presenter, Experience Manager, and Connect; Microsoft Office (Word, Excel, PowerPoint, Outlook) and Project; FileMaker Pro, Perforce, and several content management and bug database systems. Proficient with all Windows and Macintosh operating systems.

Employment

David Thompson Studio, Paradise, CA
Production Manager (2004 – present)

- Collaborate with freelance associates to develop, design, write and produce a wide range of printed and online instructional documentation and marketing materials.
- Manage all day-to-day operations including project schedules, team resources, production processes, reviews, finances, and vendor and customer relations.
- Hire, train and direct graphic artists, writers and editors to assist with various large projects.
- Beta software tester for several Adobe applications in the prerelease program. Install frequent builds to test new features and interactivity between applications, and provide feedback in bug reports.
- Nine-month contract as Production Manager for Apple iTunes gift cards. Managed orders, tracked schedules, inspected cards for quality, tested functionality, documented processes, and created specification documents and illustrations. Acquired understanding of gift card industry standards.
- Worked with several remote teams to produce and test seven Adobe Press *Classroom in a Book* titles, and two interactive ebooks. *Graphics Gone Green* is published as an interactive PDF with videos and a print-on-demand full-color book, developed by experts on sustainable workflows for creative professionals.
- Managed the localization of Adobe Creative Suite 3 functional content into eleven languages, acting as liaison between Adobe marketing, engineering and QA teams, and the translation vendor in China. Maintained content blueprints and schedules, managed files in Perforce, and logged, tracked and ensured resolution of all content bugs. Also managed all functional content for Adobe Illustrator CS4.

Adobe Systems Incorporated, San Jose, CA (1993 – 2004)
Production Manager, Instructional Communications (1998 – 2004)

- Developed schedules, planned resources and directed the production of printed and online documentation including user guides, online help, web tutorials, movies, and the Adobe Press *Classroom in a Book* series.
- Led cross-functional team meetings to develop and review documentation, and provide feedback to engineering on issues with beta software builds and online help systems.
- Managed production staff of up to ten artists. Hired and trained employees and contractors, and wrote annual performance appraisals. Maintained high team morale with minimal employee turn-over.
- Identified and implemented process improvements. Documented production specs and procedures.
- Monitored databases for bugs logged against domestic and international software builds which affect documentation, and coordinated with several teams to ensure resolution across all languages.
- Produced localization vendor training kit files and procedures. Provided vendor support for translating documentation in up to seventeen languages.
- Managed numerous large projects concurrently, with ability to oversee and direct several remote teams.

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Employment
(continued)

Adobe Systems Incorporated, San Jose, CA (1993 – 2004)
Sr. Production Artist, User Education (1993 – 1998)

- Collaborated with writers, designers and engineers to create illustrations and page layouts for user guides, online help, tutorials, movies, and CDs to demonstrate the features and functionality for all Adobe software products.
- Created and maintained numerous book templates, ensuring consistency for content repurposing. Documented production specs, procedures and checklists.
- Tested documentation against beta software to ensure accuracy. Submitted and tracked bug reports.
- Managed file handoffs and provided technical support for localization vendors.

Starlight Graphics, San Jose, CA
Production Manager (1991 – 1993)

- Managed all aspects of sole-proprietorship business, including sales and marketing, design and production, project management, finances, and vendor and customer relations.
- Designed and produced presentations, newsletters, brochures, data sheets, catalogs, product packaging, training materials, and direct mail campaigns.
- Illustrated product icon libraries for use in literature, presentations, training, and software user interface.
- Managed the illustration, production and printing of three computer networking books.
- Specialized in computer networking, software and semi-conductor technologies.
- Assistant instructor for Production 4 class at UC Santa Cruz Extension program for graphics production.

Ungermann-Bass Incorporated (a subsidiary of Tandem Computers), Santa Clara, CA
Graphics Services Manager, Marketing Communications (1985 – 1991)

- Initiated and developed an in-house Graphics Services Center, which tripled production capacity, and saved over 60% in processing time and 90% in operating costs.
- Researched software and system requirements for all new equipment. Installed and maintained network of computers and peripherals including servers, printers, scanners, and imaging devices.
- Hired, trained and supervised graphic artists to produce slide presentations and printed collateral. Managed projects outsourced to vendors.
- Consulted in format design and content organization, and created presentations, illustrations and page layouts for 50+ internal clients across all divisions.
- Won TOPs (Tandem Outstanding Performers) retreat and five Ungermann-Bass recognition awards.

Volunteer

Girl Scouts of Northern California, Paradise, CA
Troop Leader (2005 – 2012)

- Guided a troop of twelve girls to prepare and conduct troop meetings, and plan service unit events for 50-150 participants, which promote a variety of new learning opportunities for girls of all ages.
- Motivated and empowered girls to become strong independent leaders with courage, confidence and character who enrich their community.
- Oversaw troop product sales and finances, and headed several service unit committees.
- Facilitated completion of 30 hours in troop badge work and community service to earn Bronze Award.

Education

University of California, Santa Cruz Extension
Certificate programs in Graphic Production and Graphic Design (1988 – 1992)

Management classes include Leadership and Project Management, Strategic Change Management, Effective Time Management, Hiring Top Talent, Managing within the Law, Managing for Peak Performance, Managing Professional Growth, and Working Globally.

Technical classes include Structured FrameMaker, XML Primer, HTML, HTML-Help, RoboHelp, WinHelp, Microsoft Project, Adobe Premiere, Java for non-programmers, TeamSite, and Agile. Attended several Online Help Developer Conferences.