



## Vicari Vollmar

Process Manager

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### Position with Firm

- 2022–present **Process Manager.** Analyzes, proposes, designs, and implements business processes and tools that are efficient, well-documented, and implemented across the firm. Leads system improvements that support project management, service delivery, and firm management.
- 2021–2022 **Content and Systems Manager.** Ensured quality and timely execution of the firm’s marketing and content creation strategies and analyzed, designed, and implemented systems and process improvements across the firm. Assisted content teams with billable projects and provided counsel related to project management and workflow strategies, including aspects such as structuring tasks, assigning roles, and developing timelines for project completion. Ensured the production team’s quality, efficacy, and customer service standards met the firm’s expectations.
- 2017–2021 **Production Manager.** Ensured the production team’s quality, efficacy, and customer service standards met the firm’s expectations while advancing timely communication and staff and client engagement in the production process. Maintained brand standards and style. Designed and formatted all company reports and proposals, as well as promotional materials for marketing and communication. Ensured quality design, effective visual communication, and delivery of assets.
- 2015–2017 **Senior Designer.**

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### Previous Professional Experience

- 2012–2015 **Graphic/Web Designer, TechSmith, Okemos, Michigan.** Maintained brand standards. Created promotional materials, print collateral, trade show booths, social media advertisements, and webpages.
- 2010–2012 **Editor-in-Chief, Red Cedar Log, East Lansing, Michigan.** Managed a staff of 26 employees to produce and distribute a 400-page publication. Led staff meetings and maintained workflow efficiency and deadlines. Responsible for editing, conflict management, and problem solving.

- 2011 **Graphic Design Intern**, *Old Town Commercial Association*, Lansing, Michigan. Designed invitations, posters, banners, and advertisements for local businesses and festivals. Maintained brand standards and style guidelines for all projects.
- 2009–2010 **Design Managing Editor**, *Red Cedar Log*, East Lansing, Michigan. Managed a team of three designers. Responsible for concept and creation of cohesive thematic elements and graphics. Coordinated content, edited, and led weekly critiques.
- Education Michigan State University, BA in Journalism with a specialization in Graphic Design

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## Certifications

- Six Sigma Green Belt
- monday.com work management core certification

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## Skills

- Adobe Creative Cloud: Acrobat, Illustrator, InDesign, and Photoshop
- Microsoft Office
- monday.com
- WordPress