

Presentation of Qualifications

Carlton Little

**903-D George Street
Easton, PA 18042
Cell: 646 – 284 - 4226
E - Mail: carlton.little@hotmail.com**

Carlton Little

903-D George Street Easton, PA 18042 646.284.4226

Dear Personnel Manager:

In the interest of considering a career change, I am investigating opportunities for employment within your organization where my management skills, abilities and attributes can be utilized to your fullest advantage. I have enclosed my resume for your review and consideration. It will furnish you with specific information regarding the nature of my background and my overall capabilities.

You will find in my resume definite evidence of high potential. I am confident that my formal training, education and my versatility will enable me to make many positive contributions to your organization.

Although my career has focused on the Printing Industry, I am currently pursuing a degree in Hotel, Restaurant & Institutional Management at Penn State University and I am seeking a position that will help me develop my skills in this field at this time.

I would appreciate having the opportunity to meet with you so that we may discuss the ways in which my talents can be utilized to our mutual advantage.

Thank you for your time and consideration. I look forward to hearing from you soon.

Sincerely,

Carlton Little

Carlton Little

903-D George Street Easton, PA 18042 646.284.4226

CAREER OBJECTIVE

A challenging and rewarding position within the Hotel/Hospitality Industry where prior experience, personal ability, and a commitment to professionalism would be of value. Position should allow for continued personal and professional growth commensurate with achievements.

SUMMARY PROFILE

A skilled and experienced manager, offering a consistent record of success in positions that have provided a strong production, financial, supervisory, administrative, sales and relationship management background. A talented organizer and resourceful problem solver able to adapt to change, exercise sound judgment and coordinate multiple tasks. An effective communicator and astute motivator; capable of directing and training others, or contributing to the collaborative efforts of a team. Reliable, results-oriented and self-motivated, with a strong work ethic and the ability to build productive professional relationships. Attentive to detail, thorough and quality-oriented; able to plan and prioritize to meet deadlines, quality goals and bottom-line objectives.

EDUCATION

PENN STATE UNIVERSITY

Hotel / Hospitality Management

* Registered to begin Fall Semester

Online Courses
Expect to Graduate - 2013

VILLANOVA UNIVERSITY

Project Management / Six Sigma Certifications

Philadelphia, PA
Expect to Graduate - 4/10

EASTON HIGH SCHOOL

Graduate Diploma

Easton, PA
1990

TRAINING SEMINARS

* Constant learning within the workplace and through career-related education, along with continual involvement in independent study to enhance professional expertise.

COMPUTER SKILLS

* All Windows Venues * Microsoft Word * Excel
* Microsoft Project * Visual Intercept * Microsoft Office
* Quark * BOSS * Microsoft Visio * BES Tracking System
* As-Is Access Control Database *
Bowne Pick & Pack System * Bowne Order In-Entry System

LICENSURES / CERTIFICATIONS

* MCSA & MCP Certified
* A+ and Network Certified

Carlton Little

903-D George Street Easton, PA 18042 646.284.4226

PROFESSIONAL EXPERIENCE

R. R. DONNELLY RESPONSE MARKETING SYSTEMS

New York, NY

Account Coordinator

3/08 - Present

Directed the daily activities of the Operations Department for a direct mail printing company. Ensure the proper and timely coordination among the major functions of the various departments to include production scheduling, design, set up, collating, utilization and planning of materials, personnel and equipment, inventory control, purchasing and customer relations. Develop and recommend production methods and workflow patterns. Integrate new products into the production process. Coach, counsel and evaluate performance of personnel. Follow through with each printing project from inception to completion and review work in progress. Ensure compliance to safety and quality control standards. Develop and maintain excellent relationships with clients, staff, vendors and management.

STAFFMARK STAFFING

Allentown, PA

Performance Manager - Output Solutions

12/07 - 2/08

Managed the personnel and training function for a major personnel placement. Provided employee relations support including employee and management counseling. Screened applicants and conducted interviews for open positions within the printing industry ensuring effective recruitment practices. Prepared and conducted training programs concerning company practices, policies and benefits. Ensured follow up on training. Attended and participated in management meetings. Assured compliance with Department of Labor, Federal and State employment regulations.

BOWNE MARKETING & BUSINESS COMMUNICATIONS

West Caldwell, NJ

Client Services Production Specialist

12/03 - 10/06

Worked with internal and external client team members to improve individualized work, workflows and processes to improve productivity without compromising production, quality or customer specifications. Developed, implemented and monitored departmental goals, objectives and quality standards. Conducted appropriate personnel meetings on goal setting, projects, operations, safety issues and company policies. Ensured compliance to Total Quality Management to include conformance to accurate documentation and specification tolerances.

BOWNE CARLSTADT DIGITAL

Carlstadt, NJ

Production Workflow Supervisor

8/03 - 12/03

Directed the activities of 7-20 Fulfillment Analysts in the printing operations of a major, commercial printing facility. Ensured the proper and timely coordination among the major functions of the various departments; sales, production scheduling and printing. Enforced all company policies and operational procedures. Directed, coordinated and controlled the utilization of personnel, materials and equipment within the departments. Directed that jobs were completed within acceptable timeframe and met customer specifications and deadlines. Ensured compliance with OSHA, HazMat, company quality and environmental Standards. Developed and maintained positive relationships with customers, vendors and management. Implemented a productive preventive maintenance program.

Mailroom Operator

4/00 - 6/02

Performed all aspects of mailroom operations to include proper utilization of Pitney Bowes equipment to ship packages, statements and letters.