

LIDRA DECOTEAU

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Experience

1199SEIU Benefit and Pension Funds

Assistant Production Manager - Communications Department

**New York, NY
April 2015 to Present**

- Assists the Communications Director in managing the printing and distribution of Fund communications pieces, including magazines, newsletters, program brochures, direct mail pieces, targeted letters, flyers, surveys, presentations and Summary Plan Descriptions (SPDs); trafficking work through each necessary step to ensure a high quality, cost effective and timely production operation
- Manages the work of direct reports to ensure that communications pieces are produced and distributed in an accurate and timely manner Ensuring all forms, letterhead and standard templates meet Funds' quality and branding standards
- Coordinates print jobs on behalf of the Funds with outside vendors, negotiating required turnaround time for print jobs, and arranging for PDF proofs to be sent for departmental approval for jobs in process
- Ensures final communications pieces meet print and quantity specifications before sending to Director for signoff
- Verifies delivery and confirms receipt of all printed materials

Production Coordinator - Communications Department

April 2013 to April 2015

- Worked closely with the production team and outside vendors to coordinate internal and external print jobs and mailings on behalf of the Funds, reaching thousands of members, providers, employers and retirees per month.
- Implemented new procedural methods to encourage workflow and consistent, effective production for proper distribution of communications in a timely manner.
- Assisted in list management, including working with Information Technology, Eligibility and other Fund departments, as well as the Union and the League, to generate and manage, accurate lists for targeted mailings.
- Ensured quality control for all forms, letterheads and standard templates against print specifications and the Funds' branding standards.
- Interfaced regularly with management to implement and execute production priorities and projects. Generates regular production reports for the Production Manager.

Verification/Pay to Processor - Medical Claims Department

June 2011 to April 2013

- Used reference files such as enrollment and provider records to verify accuracy of data after accessing Medical Claims Processing System, Teleform Verifier, V3 Production and batches of claims.
- Exceeded performance standards by verifying more Dental, Hospital and Medical claims than minimally required.

Communications Intern - Communications Department

November 2010 to June 2011

- Worked regularly with the Production Coordinator and Sr. Graphic Designer to execute various communication projects on time and ensure a high quality, cost effective and timely production operation.
- Assisted with the printing and distribution of Fund communications pieces, including magazines, newsletters, program brochures, direct mail pieces, the 2011 Staff Yearbook and targeted letters and flyers.
- Provided administrative support by answering calls, relaying messages, accepting deliveries and filing.

Target Stores

Electronic Sales/Overnight Logistics

**Brooklyn, NY
July 2009 to July 2011**

- Maintained outstanding customer service as per company standards operating the cash register to process sales quickly, accurately and efficiently.
- Stocked shelves during the overnight shift to maintain a smooth, profitable flow of product from supplier to consumer.

Boys and Girls Club of Brockton

Learning Center Coordinator

**Brockton, MA
Academic 2006 to 2008**

- Maintained an educational and engaging environment for children ages 6-12, recording daily progress, strengths and areas where improvement was needed.
- Helped members improve their academics and worked on members' character development through team projects, activities and individual counseling.

Unit Supervisor

- Ensured all members achieved their full potential by providing leadership opportunities and caring support.
- Assisted members' in improving their physical stamina, adopting healthy attitudes and practices, and attaining positive socialization and problem-solving skills, all while heightening cultural awareness.

Education

Brooklyn College – City University of New York
B.A. Business Management and Finance

**Brooklyn, NY
May 2013**

Skills

Strong computer and keyboarding skills. Proficient in Adobe Acrobat X Pro, Microsoft Word, PowerPoint & Excel. Familiar with Photoshop, QNXT48, HIPPA837, Workflow, InDesign and Vitech.