

# Martin Gray

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## OPERATIONS MANAGER

### Responsibilities:

Manage and lead the Central London Hub and 6 On-site Creative Artwork Teams for Charterhouse Print Management.

- Accountable for all Artwork deliverables. Including overseeing quality control, colour management and production deadlines.
- Liaise with Studio Managers, Account Managers for continued workflow and ensuring best working practices.
- Meet directly with Clients, to maintain customer relationships.
- Measure and record all Client KPI's.
- Actively source new innovations and business opportunities within the Company and Client remits.
- Prepare and report monthly forecasts and yearly budgets.
- Prepare RFIs and RFPs for new business pitches.
- Work closely with IT Manager to oversee new software and hardware solutions to ensure all systems and processes are up to date and commercially viable.
- Prepare and report all Team's 360 appraisals and objectives.

### Key highlights:

- Meeting client expectations year-on-year, resulting in continued contracts.
- Continued yearly revenue increase within a demanding period for decreased Print solutions.
- New Automated Artwork procedures initiated, resulting in a major Swiss Client Contract awarded, delivering weekly retail brochures.
- Successful major pitch wins resulting in new On-site Studios placed within Wembley, for the FA and Uxbridge, for Coca-Cola.
- Studio Production Team increased to Global level after Client wins in USA, AsiaPac and across Europe.
- New automated process installed for more efficient colour-management and fluid operation capabilities.
- Delivered a new initiative and solution for an on-line, Client-driven, automated, Artwork-to-Print creation system.