

# Jon Mullich

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jonmullich@yahoo.com

## EDUCATION

### California State University, Northridge

- Bachelor of Arts  
Theatre major

### New Horizons

#### Computer Learning Center

Received certification in the following subjects:

- Adobe Photoshop
- Adobe Illustrator
- Adobe Dreamweaver
- HTML Coding

### Washington Mutual Talent Builder

Completed classes in the following subjects:

- Production Quality and Dynamics
- Beginning, Intermediate and  
Advanced Microsoft Access

## EXPERT USER OF THE FOLLOWING SOFTWARE

- Adobe Creative Suite
- Microsoft Office Suite
- Blue State Digital online tools
- Altova Authentic
- eNewsletter Pro mass e-mail
- Content Management Systems
- SharePoint
- WordPress

## ONLINE PORTFOLIO

<http://www.jonmullich.com>

## REFERENCES

- **David K. Israel**  
The Jewish Federation  
Director of Web & Publications  
David @DavidIsrael.net  
(917) 596 5730
- **Martha Barber**  
Washington Mutual Bank  
Vice Pres., Communications  
mamasan9@yahoo.com  
(818) 516-5216

## StarCite • Web Registration Specialist

December, 2010 — Present

Company representative servicing Charles Schwab account

- Created registration websites and e-mail communications for all small regional events put on by Charles Schwab, Inc.
- Served as intermediary between StarCite and Charles Schwab, providing training on StarCite web application and troubleshooting on web-related issues.

## The Jewish Federation of Greater Los Angeles • Webmaster

October, 2007 — October, 2010

Responsible for maintaining the content of web sites and directing the flow of all e-communication.

- Oversaw a fundamental organizational shift from print to online technology, with the use of bulk e-mail rising over 500% and web traffic more than doubling during this period.
- Maintained numerous organizational web sites including [www.JewishLA.org](http://www.JewishLA.org), [www.givelifemeaning.org](http://www.givelifemeaning.org), [The Jewish Venture Philanthropy Fund](http://The Jewish Venture Philanthropy Fund), and [KOREH LA](http://KOREH LA) in addition to creating an internal Intranet site.
- Maintained and updated e-mail database of 20,000 constituents with the amount of mass mailing lists used within the organization more than doubling.
- Maintained online events calendar consisting of thousands of community activities, including e-commerce script for online payment.
- Spearheaded organizational commitment to online blogging with the creation of a WordPress blog.
- Received a rating of "exceeds expectations" on all performance reviews.

## Washington Mutual Bank • Form Supervisor/Assistant Vice President

April, 1998 — December, 2006

Designed and oversaw the printing of all bank deposit forms (including statement inserts) and managed the inventory of three forms warehouses.

- Managed spending on forms used by 2,200 branches, achieving more than a million dollars (11% of forms budget) in cost savings for fiscal year 2006 by converting hardcopy forms to electronic delivery methods and redesigning existing forms to be produced more cost-effectively.
- Designed and supervised production on hundreds of original forms and job aids for delivery via hardcopy and electronic methods.
- Created 270 e-mail forms using Microsoft Outlook and 1,020 HTML landing pages for forms for delivery on online procedures manual and wrote more than 100 internal communications relating to form updates and distributions.
- Introduced many new features for electronic forms that improved productivity, including Word documents that could be e-mailed by clicking on a checkbox within the documents, form fields that repeat populated data in multiple fields, and forms that contain calculation tables.
- Created and maintained two internal web sites.
- Supervised one direct report.
- Promoted from business analyst
- Taught classes in Adobe PhotoShop, Microsoft Word, Adobe Dreamweaver and Altova Authentic for Washington Mutual employees.
- Designed and supervised production of hardcopy legal inserts for more than 14,000,000 monthly statements as well as HTML versions for delivery on WaMu.com.
- Received outstanding employee of the fiscal quarter award following first quarter in the position and received a 4.92 out of 5 (Highly Exceeds Expectations) rating on final performance review.
- Designed and oversaw production of weekly hardcopy procedural newsletter formatted in Microsoft Publisher and creating original artwork in Adobe PhotoShop.
- Worked closely with vendor contracted to create online procedures manual in transition from internal server to web-based delivery.

## Ralphs Grocery Company • Service Deli Manager

June, 1984 — March, 1998

Managed crew of 4-8 people in daily operations of supermarket service deli.

- Supervised inventory and ordered all product.
- Twice won annual "King of Courtesy" award for outstanding customer service.