

CHRIS WILDEMAN

SENIOR CREATIVE, OPERATIONS LEADER

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A builder and fixer of creative production systems across apparel, retail, and digital print. I take chaotic, high-volume environments and turn them into reliable, scalable operations without losing creative intent. Twenty years in apparel, licensed product, service leadership, and customer-facing technical roles give me a wide-angle lens on everything from workflows and design pipelines to workforce management, facility buildouts, and cross-functional operations.

PROFESSIONAL EXPERIENCE

CUSTOMER SUCCESS MANAGER – REGIONAL + LONGTAIL ACCOUNTS

Kornit Digital | Englewood, NJ | 8/2024–11/2025

Stabilized and retained apparel and retail accounts by translating creative and technical intent into reliable production workflows, reducing errors, missed expectations, and downstream friction. Repaired at-risk customer relationships and protected margin by tightening cross-functional handoffs across creative, merchandising, production, sales, and engineering which cut rework, improved uptime, and restored confidence in delivery.

WESTERN REGIONAL SERVICE MANAGER

Kornit Digital | Englewood, NJ | 5/2023–8/2024

Led a 10-engineer field organization across the western U.S., improving response times, technical consistency, and service quality while reducing downtime and service costs. Stabilized high-volume and at-risk customers by building durable scheduling, escalation, and training systems, which minimized repeat service calls, enforced accountability through KPIs, and drove sustained customer satisfaction.

GENERAL MANAGER, DTG OPERATIONS

Zumiez | Corona, CA | 12/2019–5/2023

Built and scaled Zumiez's in-house DTG operation from zero to 50K+ units per week, leading a 55-person team across multi-shift production while delivering brand-aligned graphics, fleece, and capsule collections at retail scale. Increased SKU productivity and protected margin by formalizing style guides, print and fabric standards, and creative-to-production workflows that reduced sampling cycles, shortened turn-times, and enforced cost discipline through vendor and material planning.

PRODUCTION + FACILITY MANAGER

DTG2Go/Delta Apparel | Cranbury, NJ | 8/2019-12/2019

Opened and operationalized a new DTG facility from scratch, building training, maintenance, QC, and communication systems while ramping under extreme time pressure. Achieved consistent, on-time peak-season performance by standardizing shift handoffs and technical workflows, launching the operation just two months before peak without sacrificing quality or delivery commitments.

PRODUCTION MANAGER

Printfly Corp | Philadelphia, PA | 3/2019-8/2019

Increased production output while dramatically improving quality by tightening processes and coaching operators on the floor, reducing damage rates from roughly 12% to under 2%. Elevated team morale and creative throughput by improving communication and removing workflow bottlenecks, delivering faster, cleaner production at scale.

ART DIRECTOR + PRODUCTION MANAGER

Imagine Digital Printing/Freeze/Central Mills | Dayton, NJ | 7/2015–3/2019

Opened and integrated a state-of-the-art DTG facility within a 25-carousel screen print operation, balancing daily creative direction with the demands of high-volume, fast-turn production for major national retailers. Managed licensed apparel sampling for Pokémon, WWE, Disney, Marvel, and Star Wars, ensuring strict brand compliance and visual consistency at scale.

EARLY CAREER SNAPSHOT

SR. PRODUCTION ARTIST

Imagine/Freeze/CMI | 2014–2015

Mentored junior artists and enforced brand accuracy across high-volume apparel programs; Delivered production-ready artwork under tight deadlines while reducing back-and-forth with production teams.

HEAD DESIGNER

I&M Printing | 2012–2014

Owned full men's design pipeline: trend research, color development, graphic direction, fit/shape standards, and production handoff; Improved design accuracy and speed through better workflows and communication across creative and production teams.

APPAREL DESIGNER

Trau & Loevner | 2009–2010

Designed for apparel, created color separations, maintained high level of print standards, and adhered to strict branding guidelines for a number of licensed properties.

JUNIOR APPAREL DESIGNER

GI Apparel | 2005–2006

Produced production-ready artwork with precise color separations, maintained strict print and Pantone standards, and ensured brand-compliant execution across licensed and private-label apparel programs.

OWNER/DESIGNER

Casket Co./Tough Noogies | 2005–Present

Created independent apparel brands, overseeing concept development, design, production, and fulfillment; Delivered apparel and creative work for music, nonprofit, and retail clients through end-to-end creative direction.

INTERESTS

Manual Screenprinting • Typography/Type Design • Hand-drawn Protest Signs • Zombie + Slasher Flicks • Voiceover Acting • Photography • Intersectional Feminism • Coffee • Hockey • Painstakingly ATS-Optimizing My Resume

TOOLS + TECH

Adobe Creative Suite • Trello • Slack • Monday • Airtable • Google Workspace • Microsoft 365 • Salesforce • Zoom • ERP/WMS/CRMs

EDUCATION

AA Graphic Design, Brookdale Community College — 2008