

ambition **objective** aspiration design object view ground zero intention mark mission purpose  
Experienced e-commerce manager in retail industry with strengths in creativity, design, communication, organization and collaboration. Experience in start-ups as well as well established operations leveraging expertise in problem solving working directly with developers to resolve conflict.

learning **education** indoctrination literacy improvement enlightenment edification schooling

Duquesne University | **Master of Science in Media Arts & Technology**

Major: Multimedia Interactive Design

Edinboro University of Pennsylvania | **Bachelor of Fine Arts**

Major: Applied Media Art | Concentration: Traditional Animation

prepared **skills** gain a good hand at experienced accomplished able capable clever trained

*Mac and PC platforms*

**Language;** HTML, CSS

Foundational Knowledge of JAVA, PHP, SQL, XML

**Adobe;** Creative Suite, Dreamweaver, Photoshop, Illustrator, Acrobat, Premiere

**Magento Enterprise;** 1.10-1.13 - Administrative Role, Content Management, Design, Front End Development

**AS400;** Inventory/Data Management

**3rd Party Platforms;** Amazon Seller Central, Commerce Hub (Formally Mercent), Solid Commerce, Bronto

evidence **experience** action exposure background actuality combat contact doing training

**E-Commerce Manager | HouserShoes INC.**

August 2009 - Present:

**Responsibilities:** Lead a team of Internet shipping, web sales, customer service and graphics department developing dynamic web portals and web applications using the Magento Enterprise cart, social media, email marketing and other strategic methods.

Act as liaison between the executive leadership, e-commerce department and development teams. Provide guidance and develop a good understanding of the processes and technologies being used to run an e-commerce site, while maintaining and an intimate working knowledge of the technologies - policies and procedural elements of Houser Shoes - GB Shoes infrastructure. Discover, research, test, design and oversee implementation of new 3rd party solutions.

Assist with overall strategy of E-mail marketing campaigns. Deliver year over year hind sight reports on previous years delivery analytics.

Direct, assist and deliver creative to meet deadlines for: Product Photography, Graphic design, Web design, Front end development, E-mail Design, Product Pre/Post Production, Product Description, Data Quality across multiple channels, and Social fronts.

Prepare project management plan and manage Internet sales and customer service team.

Provide post implementation support and/or training for-any and all new policies, procedures, technologies, or solutions.

Manage customer service personnel - Maintain weekly schedule, assignments, and project work flow: Trouble shoot and resolve high priority customer service related issues. Provide technical and non-technical trainings required by the team members.

**Web Digital Media Production | New Image Group: Temp Project**

January 2009 - June 2009: Responsible for photography and web production of companies entire product line.

Optimize all digital imagery for use in companies newly designed web site.

**Multimedia Interactive Design | CASTL, School of Education, Duquesne University**

April 2008 - August 2008: Design Graphics, Flash Animations. Using Flash work with CASTL and the School of Education to create specifically tailored online-learning environments.

**Flash Animation/Flash | RL Swearer, Global Logistics Solutions: Contract**

March 2008: Story board, design and production of Flash Introduction for Customs Broker and Freight Forwarder that specializes in providing international trade solutions for those who import and export.

**Web Content Manager | S.B.D.C. Duquesne University**

August 2007 - April 2008: Extensive use of HTML, CSS, Dreamweaver, Flash, Microsoft Access, understanding of SQL. Work with Dynamically driven content. Update content and rework design aspects of multiple sites; Identify, trouble shoot and resolve issues with site functionality.

David Flynn

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**Web Design** | Citation Graphics: Contract

May 2006 - August 2006: Knowledge of Macromedia Applications, Dreamweaver, and Flash; Detail oriented, coordinate work with design team. Implement approved Design and construct a fully functional site.

**Graphic Design** | Walsh Graphics

March 2001 - August 2002: Prepare or Create Designs for use in production of merchandise or advertisement. Graphic Design, Printing, Screen Burning, Place orders and Provided Design Specs for outsourced production.

mention **reference** note innuendo hint allusion quotation associating attributing implication

**Carlos Steward** | Marketing: Houser Shoes INC

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**Tom Luther** | Lead Programming Engineer: Telesource

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**Dan Watson** | Import account Mgr: R.L. Swearer Co Inc

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