

Dom Griffith

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SUMMARY

Tech savvy creative and marketing operations Project Manager with an extensive background in managing digital, print, and video production workflow
Proven success in alleviating bottlenecks by providing transparency to project scope through project management metrics and Gantt charts
Currently learning in demand front-end and back-end programming languages via the University of Pennsylvania's Full Stack Web Development Bootcamp

SKILLS & EXPERTISE

Project Management • Account Management • Customer & Client Services • Web Development • E-mail Marketing • HTML/CSS/JavaScript
React.js • APIs & AJAX • Gantt Chart Creation • Adobe Creative Suite • Microsoft Office • Wrike • Basecamp • Oracle Responsys • Github
Spanish • Portuguese

EXPERIENCE

AMAZON.COM, INC. | King of Prussia, PA

Warehouse Team Member

March 2020 – Present

- Prepare customer orders by picking and packing shipments into Amazon delivery trucks

FULBRIGHT SCHOLAR, UNIVERSIDADE ESTADUAL DE SANTA CRUZ | Ilhéus, Bahia, Brazil

Government funded international exchange program that provides grants to competitively-selected individuals for teaching and conducting research abroad

English Teaching Assistant

March 2018 – Jan. 2020

- Conducted Beginner, Pre-Immediate, Intermediate, and Advanced English classes at the Universidade Estadual de Santa Cruz
- Assisted the Centro de Línguas Estrangeiras e Interculturalidade (CLEI) with administrative duties and student level placement

PVH CORP. | New York, NY

Fashion and lifestyle holding company whose portfolio includes Calvin Klein, Tommy Hilfiger, Van Heusen, Izod, Speedo and Warner's & Olga

Internal Communications Project Manager

April 2017 – Nov. 2017

Project Manager

Sept. 2016 – April 2017

- Project managed the initial creative, UX/UI, and IT, development of PVH's corporate and retail employee intranet, *The Thread*
- Assisted the SVP of PVH Internal Comms with administrative duties and meeting scheduling with the Tommy Hilfiger and Calvin Klein retail and marketing teams
- Oversaw all digital creative and UX/UI requests for IZOD and Van Heusen providing organizational structure to The Marketing Group's web team and e-commerce teams
- Served as the main project manager for Warners & Olga, overseeing all the Marketing Group's creative requests from the inception to completion

BLINK FITNESS | New York, NY

Mid-price gym brand owned by Equinox Group with multiple locations in 11 states

Production Manager

April 2016 – Sept. 2016

- Automated Blink Fitness' creative briefing process, increasing workflow productivity for the Creative department and all other stakeholders involved
- Managed the production of all creative assets (print and digital) for Blink Fitness, including assigning deadlines and monitoring progress
- Monitored our designers & copywriters' workload ensuring that the Creative team met the deadlines of each assigned project

EXPERIAN MARKETING SERVICES | New York, NY

Marketing agency that utilizes consumer data to execute e-mail marketing campaigns. Accounts included Starbucks, The ADT Corporation, BBVA Compass & Nestlé

Creative Traffic Manager

Dec. 2014 – March 2016

- Led in the creative onboarding of BBVA Compass as a client, successfully launching their first e-mail campaign to promote the BBVA Compass NBA American Express® Card during the 2015 NBA Playoffs
- Acted as the primary point of contact for clients in order to guide our team of copywriters, designers, and developers through the UI/UX development of email, mobile, and SMS marketing campaigns
- Supported the Senior Creative Project Manager with servicing clients' UI/UX requests and inquiries

VENTE-PRIVEE USA with AMERICAN EXPRESS | New York, NY

French e-commerce startup that specializes in online flash sales of clothing, accessories, toys, home appliances, furniture, sports equipment, and wine

Customer Experience Ambassador– Member Communications Specialist

June 2014 – Dec. 2014

- Provided customer service for the company's e-Commerce member base by responding to inquiries via phone and e-mail
- Managed the daily launch and development of service recovery e-mails via Oracle Responsys
- Streamlined effective cross channel communications strategies by developing e-mail template libraries for general inquiries and service recovery, lowering our customer contact rate by 19% between Q3 and Q4

MONGOOSE ATLANTIC | New York, NY

Small sized ad agency that specializes in print advertisements for Time Magazine and Newsweek local editions

Account Executive for Time Magazine and Newsweek en Español

Feb. 2013 – May 2014

- Managed and sold targeted advertising campaigns by conducting high volume inside-sales cold calling and pitching, amounting to an average of 60 calls per day
- Generated a total of \$300,000+ worth of ad sales in a 12 month period, \$80,000 derived from new business

UNIVERSITY OF PENNSYLVANIA – LIBERAL AND PROFESSIONAL STUDIES | Philadelphia, PA

Expected completion of Fall 2020

LPS Certificate, Full Stack Web Development

Course Curriculum: HTML, CSS, JavaScript, JQuery, MySQL, APIs, AJAX, Node.js, React.js

AMERICAN UNIVERSITY – SCHOOL OF INTERNATIONAL SERVICE | Washington, D.C.

2012

Bachelor of Arts, International Studies

VOLUNTEER EXPERIENCE

FULBRIGHT NOIR

Feb. 2018 – present

- Alumni network and organization that helps celebrate the accomplishments of Black Fulbright grantees through online and in-person events and forums

AMERICORP VISTA – COMMERCE DEPT. OF PHILA. | Philadelphia, PA

August 2012 – Jan. 2013

Business Service Manager

- Coached immigrant entrepreneurs on how to navigate municipal license, tax, and zoning processes in the city of Philadelphia