

Dom Griffith

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SUMMARY

Tech savvy creative and marketing operations Project Manager with an extensive background in managing workflow in a SaaS environment
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 • SaaS Account Management • Customer & Client Services • Web Development • UX/UI Development • 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

Logistics 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

SaaS entity 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

EDUCATION

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