

GARRETT WINTER

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(949) 291 - 0484

MAPLE GROVE, MN

PROJECT MANAGER - BRANDED MANUFACTURING

Project Management • 14 Years ECommerce Experience • Onshore/Offshore Resource Management • Cross Department Collaboration • Fulfillment Subject Matter Expert • Platform Specialist • Documentation Creation • Solution Consulting • Fulfillment Integrations

Global Projects
Employee Training & Development
Team Leadership
Multiple Team Management

Platform Trainer (Internal & External)
Client Relations Management
Data Integration Maintenance
Incident Management

PROFESSIONAL EXPERIENCE

Digital River

2006 – Present

Project Manager – Branded Manufacturing , Minnetonka, MN	2016 – Present
Manager of Operations Support (ECS & Tech Center) , Minnetonka, MN	2014 – 2016
Manager, Enterprise Commerce Support (ECS) , Minnetonka, MN	2010 – 2014
Senior Store Operations Manager , Eden Prairie, MN/Aliso Viejo, CA	2007 – 2010
globalTech Customer Service Client Liaison Eden Prairie, MN	2006 – 2007
Senior Customer Service Representative Eden Prairie, MN	2006 – 2006

Starting in Customer Service I quickly excelled in identifying solutions to improve the consumer experience while reducing their need to contact Customer Service. Experience with customer issues, and site improvement, allowed me to grow within the operations department where I maintained global ECommerce stores on multiple platforms, specializing in physical fulfillment. My technical aptitude and detailed understanding of the Digital River platforms/processes allowed me to manage multiple support teams that consisted 33 resources at their peak. The ECS team provided the first tier of support for all platforms and integration related issues. The Tech Center team facilitated the communication between internal departments to drive resolution for all Digital River incidents. Since moving into my newest role as Project Manager in 2016 I have led projects to implement integrations into client warehouses/systems, stand up new clients, expand existing clients into new regions, and coordinate consulting calls between Digital River Solution Architects and client developers for API projects.

- **Consistently receive outstanding performance reviews**
- **Key contributor within challenging implementations and issues**
- **Strong technical aptitude to quickly learn complex processes/concepts**

EDUCATION

Associates Degree Business Management 2006

Minneapolis Community & Technical College, Minneapolis, MN

TECHNOLOGY SKILLS

Proficient in: Excel, Word, Outlook, Project, Visio, PowerPoint, SQL, OneNote, WebEx, SAP, Service Manager, GlobalMeet, Skype, Confluence, QuickBase

General Understanding of: HTML, CSS, XML/EDI x12, APIs, AS2, SaaS, Photoshop, Dreamweaver, SharePoint, Confluence, JIRA, XMLSpy, Fiddler, Postman, Zoom, SmartSheets