

# HUNTER MILLER

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Skilled eCommerce operations analyst with 15 years of self-taught front-end web development and 8 years of eCommerce operations from startup to international brands. I am married of 4 years, enjoy taking cruises around the Caribbean, and have two small spoiled dogs. One day I hope to visit Cairo, Egypt to explore the history there.

## EXPERIENCE

03/2017 – PRESENT

### SR. ECOMMERCE ANALYST, LEVOLOR

- Take lead on projects and work independently with minimal instruction & assistance.
- Communicate and coordinate directly with SAP/VC/Pricing teams on upcoming changes, updates, and corrections.
- Stand in on decision making situations and meetings when my direct manager is unable to attend or out of the office.
- Delegate workflow and effort on projects with other team members and the Quality Assurance team.
- Writing and performing stored procedures in SQL to automate reporting and analyzing product & customer data.
- Provide confluence documentation for recurring projects, helpful information, and new hire checklists.
- Responsible for a hands-on approach to content delivery and upkeep using multiple CMS platforms such as Magento, Custom Legacy CMS Systems, External Retailer/e-tailer CMS platforms, manual spreadsheet completion & upload.
- Familiar with DTC/B2C/B2B strategies
- Researching and assessing order data via multiple systems at the same time including B2B & B2C platforms, databases, and established codebase repositories.
- A/B Testing Product Data, Static CMS Content, and Promotional Offers
- Work directly with Marketing and Product owners from their respective divisions are critical to ensure that our websites are kept up to date with the latest content.
- Partner with the Dev team to provide solutions & opportunities - streamlining processes. Providing an option to show content reliably across multiple areas of the website; and troubleshooting system errors and promptly addressing them so that they minimize end-user impact. Implement content in multiple environments.
- Strive to create lasting relationships with the teams I work with, to ensure that each project and timeline is handled with great care and focus.
- Keep an eye out for ways to improve experience and 'work smarter, not harder' in my own team. An example of this, I have utilized re-usable components for content that needs to appear in multiple areas of the website - so to reduce any one-off errors or mistakes. If it is right in one place, it will be right in all other instances.
- Attend meetings to discuss future projects, report on current projects, or provide input on recent projects and how they are performing.

- Work in an Agile environment, performing tasks as assigned to me - as well in a KANBAN / Waterfall.
- Utilize HTML, CSS, and JavaScript on a regular basis to build CMS content - dependent upon the wireframe and design that is provided from the Marketing and Business stakeholders

**02/2016 – 02/2017**

**ECOMMERCE ANALYST, NEWELL BRANDS**

- Assess and prioritize requested tasks within current Sprint on Atlassian JIRA software
- Handle product catalogs and content in IBM Websphere, Magento, SiteCore, Microsoft SharePoint, and various proprietary software.
- Manage product data in systems for DTC sites
- Manage content and compliance established by marketing team
- Oversee promotional campaigns implementation on DTC sites
- Maintain confluence for procedures and product material
- Maintain SAP Booking Order to ensure correct pricing is feeding to direct-to-consumer websites
- Communicate directly with DTC Team Lead, Agile Team, Marketing Team, Design Team, and IT Team to ensure business goals are met
- Assess tasks from Marketing Team to determine capability and level of effort
- Manage assets in Adobe Dynamic Media / Scene7
- Collaborate with development team to implement HTML/CSS/JavaScript code on DTC sites
- Track and Record SKUs updated throughout Agile Sprint
- Monitor site performance across multiple international platforms (USA / Canada / Europe)
- Manage product categories and data quality throughout 10+ ecommerce sites.
- Handle concurrent projects across multiple content management platforms for various brands, balancing tasks and workload ensuring product teams are satisfied
- Flexible schedule to accommodate for different time zones when working with international teams
- Self-directed and able to take on tasks with minimal direction, and able to see the objective to completion.

**03/2013 – 04/2015**

**ECOMMERCE ANALYST, AIRSOFT R US TACTICAL**

- Architect and manage B2C presence on DTC site, eBay, and Amazon
- Work directly with storefront team to ensure correct product description, quantity, and quality for online customers
- Assist storefront team as needed, when customer flow is high
- Perform product data and design updates using content management system and PHP template files
- Communicate with vendors on daily basis for new stock shipments, product data, MAP pricing requirements, and upcoming product promotions.

**06/2012 – 03/2013**

**ECOMMERCE ANALYST, FOREIGN CARS ITALIA**

- Manage product data on B2C systems, as well as online marketplaces such as eBay / Amazon

- Fulfill customer orders for daily shipments in warehouse through USPS, UPS, and/or FedEx.
- Set up and serve customers at car shows and events with merchandise
- Communicate with vendors for product fulfillment and availability for dropship customers
- Work with a team of analysts in crafting photos of products in-house, and maintain product quality in warehouse.

## SKILLS

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| <ul style="list-style-type: none"> <li>• Critical thinking in fast paced environments while handling multiple projects simultaneously</li> <li>• Strong development skills in Frontend languages (HTML, CSS, JavaScript) along with moderate skill in PHP &amp; SQL</li> </ul> | <ul style="list-style-type: none"> <li>• Manage time efficiently to meet all deadlines and project goals</li> <li>• Communicate clearly with Product Teams, Marketing Team, Development Team, and external vendors to satisfy business objectives</li> <li>• Constantly strive to learn and grow, looking for new ways to improve efficiency and streamline processes.</li> </ul> |
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## ACTIVITIES

When not enjoying different street tacos and traveling around the world - I enjoy maintaining local business & church websites, exploring new tv shows & movies, playing video games, and avoiding all attempts from my wife to get a 3<sup>rd</sup> dog.