

Caleb Moore

Los Angeles, CA 90026

Dynamic and curious marketing technology & CRM operations leader

Over a decade of experience in bridging marketing strategy and technical execution through scalable systems, platform automation, and global lifecycle campaign support.

Experience

Razorfish / Worksome

Associate Director, Engineering (June 2024 – Present)

Contractor for Audible: Extension of prior full-time role with expanded scope into platform strategy, migration, and technical leadership

- Led strategy and exploration around migration from Sonar to Braze, from technical standpoint
- Built bespoke internal web apps and automation scripts that significantly improved team efficiency, reducing manual effort across QA, search, and localization processes by over 30%.
- Led global email template architecture, localization, and feature implementation, integrating with proprietary CMS to enable seamless campaign execution across 6+ international markets.
- Led collaboration between marketing, engineering, and product and localization teams to ensure platform compatibility and campaign reliability across complex customer journeys, focusing on triggered transactional workflows.

Audible

Associate Director, Template Production (October 2022 – April 2024)

Email Development & Strategy

- Spearheaded the development and implementation of ~20 email components from html handoff to deployment
- Worked in collaboration with internal teams and external agencies, optimizing processes and ensuring technical alignment and future scalability of code
- Developed custom scripts to maintain templates across global marketplaces, resulting in significant improvements in productivity
- Developed comprehensive documentation and guidelines for the template suite, facilitating consistency and enabling seamless onboarding of new team members
- Experience revising and managing email journeys using proprietary Amazon CMS platform

Global Support, Localization & Language Preference

- Facilitated localization efforts by implementing Portuguese translations for the Brazil marketplace across all transactional emails, contributing to an estimated revenue growth of ~\$19MM by 2025
- Led the initiative to streamline and unify global transactional emails, resulting in improved consistency and maintenance across global marketplaces
- Developed and maintained a comprehensive database of ~80 transactional emails used across global marketplaces, centralizing knowledge and reducing communication friction
- Integrated language preference support into US triggered emails, enhancing user engagement for Spanish-speaking users

Onboarding, Management & Collaboration

- Led contractor onboarding, refining workflows and promoting collaboration, resulting in improved efficiency
- Developed comprehensive processes for technical collaboration, code reviews, and QA to ensure project consistency and quality within a team of 10 people
- Conducted weekly one-on-one meetings to support team members, delegate tasks, and foster collaboration

Clients

Audible, Amazon, Microsoft, Verizon, Alaska Airlines, Crate & Barrel, CB2, Vans, Lands End, Chewy, Black & Decker, DEWALT, Deutsche Bank, Home Depot, Grainger, Fastenal, Catholic Relief Services, and more.

Skills

Languages

HTML CSS SCSS / Sass Javascript
Vue Node GreenSock Nuxt
Storybook Python SQL Handlebars
JSON APIs Data Providers
Ampscript RPL/BIF Freemarker
Amp for Email

Platforms

Braze Responsys
Salesforce Marketing Cloud Sonar
Mailchimp Campaign Monitor Litmus
Email on Acid JIRA Workfront
Basecamp Trello WordPress Shopify

Dev Tools

Github Command Line Shell scripting
VSCode Photoshop

Education

Bachelor of Fine Arts in Journalism, Minor in Art with emphasis in Graphic Design. The University of Mississippi, Graduation in May of 2007.

About

I'm a creative and passionate individual with an eccentric spirit, driven by a love for people, good design, and problem solving. My strong work ethic, people skills, and sense of accountability are big points of pride, and I find joy in bringing laughter to others. Beyond the workplace, I immerse myself in the arts, both as a patron and a creator.

Rauxa / Formerly Known As

Email, Frontend Developer *(June 2018 – October 2022)*

- Hand-coded and templated B2B and B2C emails for Verizon, ensuring brand adherence
- Developed and integrated HTML email templates into various Email Service Providers, while also leading the technical QA, review, and approval process
- Cultivated strong client relationships, fostering open communication and collaboration
- Managed and executed email development efforts across the entire Alaska Airlines brand, overseeing the creation of 4-6 emails perweek, including triggered, promotional, and transactional campaigns
- Developed landing pages, banner ads, and custom JavaScript solutions

Drexler

Email Developer, Designer *(Sept 2014 – June 2018)*

- Coded ~6,000+ emails for Crate & Barrel, CB2, Lands' End, Chewy, and more
- Owned and improved upon agency practices of email development and design
- Designed for print and digital, including print prep, branding and copywriting

Connect

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