

Taylor Paddock

206.909.2221 | tayjeep@comcast.net | Edmonds, WA

SUMMARY

I'm a driven eCommerce manager with sharp project management skills, technical know-how, and deep knowledge of website configuration, content creation, and process implementation. I strive to provide creative solutions for complex problems, and am always eager to learn, grow, and to win with a team.

SKILLS

- Deep understanding of project planning and implementation with both technical and on-site projects.
 - Knowledge in front and back-end web development for Shopify, Magento, WordPress and NetSuite.
 - Well versed in HTML, CSS, with knowledge of JavaScript, jQuery, MySQL, and API consumption.
 - Expert level skills with Smartsheet and Adobe Creative Suite, including admin functionality.
 - Proven ability to develop trust-based relationships with vendors and executive team members.
 - A passion for problem solving through a blend of technical, analytical, and creative skills.
 - Adaptable, a self-starter and team player able to work in remote and in person environments.
 - University of Washington Coding Boot Camp, and Smartsheet Certified.
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EXPERIENCE

glassybaby Seattle, Washington

eCommerce Web Manager

May 2021 - Current

Reporting to the Chief Digital Officer and President, responsible for all day-to-day ecommerce and marketing operations, customer experience, merchandising, front-end development, and vendor relationships, while overseeing a team of 10 in web fulfillment.

- Maintained +25% increase in online revenue, traffic, and conversion post pandemic reopening.
- Implemented ERP automation processes, vastly improving web fulfillment operational efficiencies.
- Led the company through a Magento to Shopify Plus website and POS re-platform and through go live.
- Absorbed additional key tasks as multiple ecommerce team members left to explore new opportunities.

Project Manager

July 2019 – May 2021

Led all large business project initiatives, and owner/admin of the entire ERP system, while overseeing a team of 8 in etching, color bar and quality control departments.

- Led complex build-out for the Seattle Amazon glassybaby store and studio space, during the pandemic.
- Facilitated entire warehouse, corporate office, etching, quality control and web fulfillment move from Seattle location to Redmond, while building out a glassblowing facility at the Redmond location.
- Developed and owned all inventory processes, facilitating all monthly inventory counts.
- Created 50+ reports and 10+ new processes in ERP system (NetSuite) to streamline business needs.

Marketing Project Coordinator

February 2018 - July 2019

Responsible for all marketing emails, asset proofing, ecommerce content updates and product creation. Responsible for upkeep of the graphic designer schedule, and for gathering all information needed for projects ranging from banners to packaging to retail hand-outs.

- Created and ran entire campaign for \$7 million in giving.
- Implemented Smartsheet for entire organization to streamline cross functional communication.

Customer Service Manager

May 2016 - February 2018

Responsible for a team of 3 direct reports, delivering five-star customer service for all customer contacts.

- Facilitated resolution necessary for complex customer service issues.
 - Owned the order management process, troubleshooting missed delivery dates, shortages, and overages.
 - Worked on any ad-hoc projects including executive reporting and inventory management.
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EDUCATION

Bachelor of Science in Physiology
University of Washington Seattle, Washington