

Dylan James

 dylan@dylanjames.online

 Portland, Oregon

SUMMARY

Generalist with 10 years of customer service experience. Coordinated teams and projects reaching tens of millions of impressions locally and online. Skills across Customer Relationship Management (CRM), data and project management, audio and visual design, e-commerce, creative strategy, and coffee.

CAREER

Brio Product Group, E-Commerce (2020-Present)

CUSTOMER SERVICE MASTER, IMPLEMENTATION, PROJECT MANAGEMENT

- Installation, management, training, and day-to-day maintenance of the company's e-commerce platform (Shopify, Amazon Seller Central), ticketing systems (HappyFox, Gorgias), and marketing platform (Klaviyo).
- Handling high-volume customer service queries during Holiday 2020, averaging 300 tickets closed a day. First-in-line communication with 3PL handling international and domestic orders.
- Building employee knowledge base and vocabulary for customer service interactions on the topic of male and female grooming products.

Starbucks, Greater Philadelphia Area, Southwest Florida (2014-2020)

MANAGEMENT (2018-2020), TIME-LIMITED ASSIGNMENTS, BARISTA TRAINER

- Maintaining operational standards, excellence on both store and facilital levels.
- Interviewing, hiring, retention strategy, and training across multiple districts.
- Sales and inventory management in both high and low volume areas.
- Exceeding sales expectations year-over-year by upwards of 10 to 16%.

EXPERIENCE

Network Concepts Group, Greater Philadelphia Area (2015-2017)

TIER 1 TECHNICAL SUPPORT, WEB DEVELOPMENT, MARKETING

- Servicing and deploying low-to-high-end software and Windows and Linux based workstations across a multitude of industries.
- Worked with small, multi-platform, cross-functional teams on dozens of projects.
- Practiced and improved upon conversion marketing through event planning and marketing to existing clients.
- Building flexible, simple, and elegant web platforms and landing pages for clients.

INTERESTS

MUSIC PRODUCTION — SOUND DESIGN — RHYTHM GAMES — COFFEE
GRAPHIC DESIGN — COMMUNITIES — LANGUAGE — DUNGEONS & DRAGONS

SKILLS

Proficient with Customer Relationship Management software.

Adaptive team leader.

Strong interest in brands and culture.

Effective and long-lasting mentorship.

Experience navigating international markets in 2020.

Passion for hard work and quality.

ONGOING PROJECTS

Club Fantastic

A free, non-profit dance rhythm game project to provide professional quality music, art, and gameplay for beginners and esports players alike.

Contribution to the project includes producing 5 full songs, video production, consultation, UI design work, and live event coordination and production.

Sample Browser

A collection of music and sound production tools designed and curated for producers of any level.