DYLAN WILBUR

BUSINESS ANALYST
PROJECT MANAGER
🐾 DOG LOVER

PROFILE

- Magento 2 Solution Specialist
- Enthusiastic & detail-oriented, especially in fast-paced work environments.
- Confident & effective communicating with clients, management, developers, etc.
- Always delivers quality work.
- Always calm under pressure.

EDUCATION

- Louisiana State University
- Graduated - Dec. 2015
- B.S. - Business Management
- Minor - Entrepreneurship
- Honors - Dean's List, Distinguished Communicator

CONTACT

📍 1018 Almond Street
   Hickory Creek, TX 75065

✉️ djwilbur1@gmail.com

📞 225-571-6828

SKILLS

- Superb communication & requirement-gathering.
- Proficient in: JIRA, Confluence, NetSuite, Amazon, Magento 1 & 2, Shopify, BigCommerce, Google Analytics, WordPress, Microsoft Excel, & more.
- Familiar with HTML & CSS, marketing principles, eCommerce, integration, workflow automation, & more.
- Working knowledge of digital marketing tools like SEO, Paid Search, & email marketing.
- Able to prioritize, multi-task, and meet deadlines.

WORK EXPERIENCE

Shero Commerce - Project Manager & eCommerce Strategist
APR 2019 - PRESENT

- Advise clients on solutions for technical performance & eCommerce strategy.
- Lead cross-department meetings, orchestrate multiple teams to deliver project lifecycles on time & within budget.
- Provide thorough, accurate, & up-to-date reports/ documentation for all projects.
- Monitor for risks, delays, & other unexpected changes, while keeping clients & team members tactfully informed.
- Subject-matter expert (SME) for functional capabilities & underlying technical aspects of Magento, BigCommerce, & Shopify.
- Stay up-to-date with best-in-breed technology Partners & innovative third-party extensions & solutions in the marketplace.

Razoyo - Business Analyst / Project Manager
JAN 2018 - APR 2019

- Manage support desk for bug fixes and user training.
- Manage clients' boards, tasks, and projects in JIRA.
- Coordinate with stakeholders to establish business objectives, project requirements, and budget goals.
- Revise processes and documentation to improve efficiency.

HitLights - Business Analyst / Systems Administrator
JUN 2015 - JAN 2018

- Install and maintain integrations between enterprise management software, online distribution channels, and management tools.
- Increase efficiency of business operating procedures.
- Maintain data integrity across all business systems.
- Maintain, develop, and expand managerial reporting.

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PROJECTS

WordPress to BigCommerce Migration - NASCO Inc.
- https://nascoinc.com/
- Project Mgr. | Budget: ~$75K
- (In Progress) Currently on time and under budget

Magento 1 to Magento 2 Migration - Citarella
- https://citarella.com/
- Project Mgr. | Budget: ~$65K
- Delivered on time and under budget
- ~ 15% more revenue
- ~50% speed improvement

Magento 1 to BigCommerce Migration - National WWII Museum
- https://store.nationalww2museum.org/
- Project Mgr. | Budget: ~$45K
- Delivered on time and under budget
- ~ 15% more revenue
- ~20% speed improvement

Magento 1 to Magento 2 Migration - Alto Music
- https://altomusic.com/
- Project Mgr. | Budget: ~$270K
- Delivered on time and under budget
- ~40% more traffic
- ~80% more revenue

Magento 1 to Magento 2 Migration - Coffee Bean Direct
- https://www.coffeebeandirect.com/
- Project Mgr. | Budget: ~$200K
- Delivered on time and under budget
- ~50% more traffic
- ~30% more revenue since launch

Magento 1 to Shopify Migration - DPX Gear
- https://dpxgear.com/
- Solo Project | Budget: $1.5K | Spend: $1.3K

Magento 1 to Magento 2 Migration - Ambush Board Co.
- https://www.ambushskateboarding.com/
- Project Mgr. | Budget: $50K
- Delivered on time and under budget

2017 Operating Improvements - HitLights
- 90% decrease in annual warehouse shrink
- 75% decrease in defective products via QC batch testing
- 50% decrease in man-hours spent on returns processing