Dorian Hill

Partnerships & E-Commerce Strategy Leader | MBA Candidate, Georgia Tech
hilldorian4@gmail.com | 770.361.0482 | https://www.linkedin.com/in/dorianhill/

Strategic leader with 10 years of experience developing partnerships & driving data-informed growth for global brands in multiple industries. Expert in integrating innovative strategies and e-commerce solutions to support brand growth and enhance customer experience. I am eager to bring my abilities in managing cross-functional teams, cultivating executive relationships, and translating insights into measurable business outcomes to the sports technology industry.

EDUCATION & CERTIFICATIONS

Georgia Institute of Technology – Atlanta, GA
MBA, Management of Technology *(Expected Dec. 2026)*

Auburn University – Auburn, AL
Bachelor of Science, Electrical Engineering

Certifications: Lean Six Sigma Green Belt | Project Management Professional (PMP)

PROFESSIONAL EXPERIENCE

Global-e – Atlanta, GA
Technical Support Lead (E-Commerce Partnerships) *| Sep 2024 – Present*

- Direct a 13-member team delivering operational and strategic support for global brands and e-commerce platforms (Shopify, Salesforce, Magento), driving 30% improvement in system efficiency through process automation and Lean Six Sigma methods.
- Partner with international brands to integrate merchandising and e-commerce systems, enhancing site performance, increasing order accuracy and customer retention. Brands include Adidas, SKIMS, Netflix & Alo Yoga.
- Implement KPI-driven workflows and automated checks that cut operational errors and improved customer purchase completion rates.
- Coordinate and lead cross-functional communication between brand executives and internal tech teams to deliver feature rollouts, refined user interfaces & processes, and improved merchant satisfaction.

Senior Technical Support Engineer *| Jun 2023 – Sep 2024*

- Developed merchant dashboards and training materials that reduced repeat inquiries by 25% and increased user retention and satisfaction.
- Acted as a cross-functional liaison during escalations, translating business needs into technical resolutions that minimized downtime and protected revenue.
- Mentored and onboarded new hires through a relationship-driven model, fostering confidence, self-sufficiency, and long-term retention.

Senior Implementation / Solution Engineer | Jan 2022 – Jun 2023

- Led onboarding for global retail clients, ensuring flawless e-commerce integrations ahead of major releases and promotional events.
- Engineered scalable technical solutions that supported high-volume surges during peak retail and sporting seasons, maintaining system reliability and merchant satisfaction.

United Parcel Service (UPS) – Atlanta, GA
Supply Chain Analyst, Healthcare Division *| Sep 2019 – Jan 2022*

- Migrated operations from legacy to cloud-based WMS, overseeing testing, training, and data migration.
- Delivered $200K in savings by redesigning cooler zone configurations, improving pick rates by 30%.

- Created and deployed SQL scripts for operational investigations and stakeholder reporting.
- Supported 5+ warehouse sites, leading system upgrades and integration planning.

Project Engineering Supervisor | *May 2018 – Sep 2019*

- Directed multidisciplinary engineering teams to design, build, and commission autonomous conveyor and logistics systems across multiple U.S. UPS hubs, supporting $1B+ in facility expansion initiatives.
- Oversaw mechanical, electrical, and controls integration, ensuring all automation met operational throughput and safety benchmarks ahead of schedule.
- Partnered with senior leadership to translate operational goals into technical specifications and innovation requirements, establishing a template later adopted company wide.

Naval Sea Systems Command (NAVSEA) – Pascagoula, MS

Electrical Engineer | *Jan 2017 – May 2018*

- Conducted electrical system testing and validation for next-generation U.S. Navy vessels, ensuring compliance with MIL-SPEC and mission-readiness standards.
- Collaborated with shipbuilders, design engineers, and federal inspectors to resolve complex integration issues between power, communication, and navigation systems.
- Authored detailed engineering change documentation that reduced re-work and inspection delays by 20%, contributing to on-time vessel delivery.
- Gained deep exposure to large-scale systems engineering and regulatory coordination, building a foundation for later work in automation and innovation strategy.

SKILLS & QUALIFICATIONS

E-commerce Optimization • Supply Chain & Merchandising Systems (WMS/OMS/3PL) • Data-Driven Decision Making • Key Performance Indicator (KPI) Development • SQL • Application Programming Interface (API) Development • User Acceptance Testing (UAT) • Reporting Tools • Project Management Professional (PMP) • Lean Six Sigma Green Belt • Cross-Functional Team Leadership • Client Relationship Management • Revenue Growth Initiatives • Process Automation