

DOMINIQUE DI MICELI-GILMORE

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BUSINESS OPERATIONS & PROJECT MANAGER

Dynamic Leader with 5 Years of Expertise in Project Management, Problem-Solving, and Operations

Highly versatile BOM & PM helping small businesses achieve their goals by providing operational, project management, and UX tailored support. Proven track-record of managing cross-functional teams to drive process improvements and growth-focused initiatives that expand efficiencies and increase revenues.

CORE COMPETENCIES

Adaptability • Project Management • Detail Oriented • Empathy • Strategic Planning • Analytical • Teamwork
Time Management • Communication • Flexibility • Initiative • UX Design • Branding • e-Commerce

RELEVANT EXPERIENCE

Kirwin & Simpson

Feb 2021 – Present

UK SME of theatre seating manufacturers expanding globally

Grays, UK

Digital & Communications (Dec 2021 – Present)

After completing the rebrand my role naturally morphed into project management and spearheading the bid and tender processes to free up directors' time, which also led to noticing an operational opportunity in the maintenance department. In the last three years I have been developing and implementing a new stream of the business known as Chair Checker. Further select achievements include:

- Designed and implemented software for the new online maintenance service, Chair Checker, from the ground up by creating the structures through wireframing and prototyping, sourcing developers, writing policies and backend SQL statements, and leading the program launch and operations.
- Drove the design strategy for new Chair Checker features utilizing a user-centric approach, executing effective user research plans, implementing continuous improvement based on user feedback, and collaborating with the software developers and SaaS partners at snagR.
- Managed Chair Checker use and statements by monitoring net income and expenses, developing budgets, and analyzing resource allocation on a quarterly basis.
- Negotiated Chair Checker multi-year exclusivity contracts for two London-based maintenance clients generating more than £108K in profit in the Service's first two years.
- Provided software product demos and training for customers & colleagues, teaching more than 75 end users and administrators on how to use and maintain new systems with minimal assistance.
- Executed all administrative responsibilities across multiple time-zones, including writing and editing emails and communications, minute-taking and virtual meeting moderator, organizing calendars for 5 stakeholders, event planning, and applying for grants and tax exemptions on behalf of the stakeholders.
- Co-led the supply and delivery of 10 manufacturing projects valuing more than £8M across the USA, UK, Australia and New Zealand with a product readiness on-time delivery rate between 97% and 99%.

Sales & Marketing Assistant (Feb – Dec 2021)

Since joining the small business specializing in the manufacture and maintenance of theatre chairs, my job roles have been pivotal and varied. Initially I was hired to modernize the public image of the company and develop a strong brand presence. During this time my key achievements include:

Kirwin & Simpson – continued

- Sharpened the brand's overall identity by ensuring cohesiveness between external and internal materials through creation of a brand guide.
- Implemented KPI metrics with Google Analytics. Discovered a high loss rate on bids and developed a project audit to determine the root causes, unveiling a biannual SWOT analysis to optimize operations and reduce the lead loss rate from 68% to under 40% of yearly incumbent leads.
- Wrote bids and cost reports to ensure that the cost of manufacturing aligned with the clients' expectations and was competitive enough to increase chances of award while still holding profitability.
- Curated all product samples for clients, navigating the logistics and sourcing of materials, ensuring specifications met the standards, and collaborating with decision makers to discuss necessary changes.

The Plum Guide**Aug 2019 – Mar 2020***Worldwide short-term rental platform startup in a period of hyper-growth*

London, UK

Global Sales Executive - US & Europe*Select achievements:*

- Implemented a Host and Decline database to streamline and analyze data for operational growth
- Worked within a specialized team dedicated to conveying city regulations to manage client expectations
- Strived to reach personal 6-figure monthly sales goals through incomparable customer service by providing advice and suggestions to guests, and supporting other departments to reach KPI goals where needed
- Facilitated smooth and effective communication internally between departments through Pipedrive (CRM) and Slack, and externally through email, LiveChat and Talkdesk

Victoria's Secret**Mar 2016 – Aug 2019***Transferred from a local US store to London's flagship location*

New York, USA & London, UK

Brand Experience Specialist*Select achievements:*

- Exhibited exceptional customer service through aiding sales and client transactions
- Problem-solving skills essential to client inquiries and department troubleshooting
- Implemented and improved store merchandising standards and fitting room operational systems

OTHER EXPERIENCE**Community Concert Event Planner** – *Incorporated Village of Bayville*

Jan 2014 – Aug 2017

Posh Ambassador – *Poshmark Digital Marketplace*

Jun 2016 – Present

EDUCATION**MA Music Business Management** – *University of Westminster***Bachelor of Arts (Hons) – Music Industry** – *State University of New York at Oneonta***TECHNICAL SKILLS**

Google Suite • Microsoft Office Suite • Social Media • Canva • Adobe Creative Cloud • Figma • Pipedrive
 HTML 5 • SharePoint • Mailchimp • Slack • Zoom • Sage 500 • Asana • snagR/RDrive • Poshmark • Oracle