# Dylan San Gabriel

E-commerce & Operations Manager

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## SUMMARY

Run the online side of a family-run dental distributor with the owner and the director of sales, and built the ERP every team there works in, as its only engineer. Open to e-commerce, operations and product roles, remote or in Northern Virginia.

## EXPERIENCE

**E-commerce & Operations Manager (Office Associate)** · RMH3 Dental Supply, Chantilly, VA — Jun 2025 – Present

- Run the online department with the owner and the director of sales: set prices, write listings, plan marketing, and study how past price changes moved sales on Net32, eBay, Amazon, Walmart and the company site.
- Sole engineer for the in-house ERP that replaced SellerCloud and a stack of spreadsheets: order intake from six sales channels, inventory, shipping, customer service, returns, invoicing and a two-way QuickBooks Desktop sync.
- Daily orders grew from about 270 to about 520 on a 32,000-product catalog.
- Replaced a morning pricing spreadsheet with a repricing engine that re-evaluates every product every 60 seconds with cooldowns, floors and a no-price-war rule; 138,000+ price changes, each logged with its reason.
- Integrated eBay, Amazon SP-API, Shopify, Walmart, Net32 and three carriers: 300,000+ orders ingested, every raw payload stored before parsing, and a source-scan guard so channel code can never write the product catalog.
- Put barcodes and scanners on a pen-and-paper warehouse: GS1 parsing, a browser camera scanner, a JSON-to-ZPL label renderer and a self-updating Windows print agent with crash-loop rollback.
- Parsed a year of UPS and FedEx invoices into the ERP and surfaced about $26K a year in avoidable address-correction, re-weigh, printer-rental and late fees.
- Reconcile the ERP against QuickBooks at line level and settle each discrepancy once in a claims ledger; 2,721 automated tests and ~180 checkpointed scheduled jobs keep app and books in agreement through redeploys.
- Run 5–10 parallel Claude Code sessions on one repository behind file locks, hooks that block unrecoverable git operations, and a merge-back check that closes every parallel run.

**Head Server** · The Qui, Korean BBQ & Grill, Fairfax, VA — Aug 2022 – Jun 2025

- Ran front-of-house and trained new servers; promoted twice within months. Completed the CYDEO SDET program alongside full-time shifts.

**Store Manager** · Wireless Vision (T-Mobile), Vienna, VA — Jan 2021 – Aug 2022

- Sales associate promoted to store manager in ten months; ran staffing, cash and inventory, beat targets by 30% over multiple months and raised customer satisfaction from 8.0 to 10/10.

## PROJECTS

**The internal ERP** · TypeScript, Express, React, PostgreSQL · dylansg.com/work/internal-erp
How the system is shaped, the rules that stopped the expensive mistakes, screenshots of it running.

**Production code excerpts** · GitHub · 16 modules, each with a README · github.com/Dylansg318/Portfolio/tree/main/code
Sanitized production modules: GS1 parsing, a ZPL renderer, carrier-invoice parsers, a device agent, session locks.

**AI coding-fleet guardrails** · Claude Code, Git hooks · dylansg.com/work/agent-fleet
Locks, hooks and a merge-back check that let 5–10 coding agents share one repository safely.

## SKILLS

**E-commerce & operations:** Marketplace pricing, Listings, Price-change analysis, Margin & sales reporting, Vendor price lists, Carrier costs

**Languages:** TypeScript, JavaScript, SQL, Python, Java

**Backend & data:** Node.js, Express, PostgreSQL, REST APIs, SOAP, Flask, MySQL

**Frontend:** React, Vite, Tailwind CSS, Astro

**Integrations:** QuickBooks Desktop, Amazon SP-API, eBay, Shopify, Walmart, Net32, USPS / UPS / FedEx, Gmail API, ZPL

**Testing:** Jest, Selenium, Cucumber / Gherkin, REST Assured, JUnit / TestNG, PyTest, Postman

**Ops & tooling:** GitHub Actions, Docker, Railway, Cloudflare Workers, Harness, Jenkins, Jira, Claude Code

## EDUCATION & CERTIFICATIONS

**SDET Bootcamp** · CYDEO, Tysons, VA — Feb – Oct 2024
Java, Selenium, Cucumber/Gherkin, REST Assured, SQL, Jenkins; two ten-person sprint teams automating live web apps.

**Computer Science coursework** · George Mason University, Fairfax, VA — 2020 – 2024
Dean's List. Object-oriented programming, game design, essentials of CS; left before the degree was conferred.

**Certifications:** Programming using JavaScript (Certiport 57SR-4Tp8) · Programming using Python (Certiport uadx-XMRJ)