

Markus Harrison

(469) 454-0983

mark_harrison777@yahoo.com

DFW, TX, United States 75115

www.markusharrison.com

PROFESSIONAL SUMMARY

Email Developer | Responsive HTML Email Specialist and Web Content Specialist with practical experience coding responsive, cross-client email templates using HTML, CSS, and MJML. Skilled in table-based layouts, inline styles, accessibility considerations, and Outlook compatibility. Experienced in rebuilding real-world transactional and promotional emails for portfolio projects, with a focus on clean structure, scalability, and maintainability. Highly motivated career-transition professional with a strong attention to detail and problem-solving mindset.

EXPERIENCE

Commercial Delivery Driver

Costco Business Delivery | DFW, TX

Feb/2009 - Present

- Delivered an average of 50-60 B2B shipments weekly, consistently maintaining a 99% on-time delivery rate.
- Maintained meticulous records of delivery routes and customer details, contributing to improved operational efficiency and reduced delivery errors.
- Consistently exceeded customer satisfaction expectations by proactively addressing delivery-related inquiries and resolving issues promptly, resulting in positive feedback and repeat business.
- Optimized delivery routes utilizing GPS technology, reducing mileage by 8% and contributing to lower fuel costs.
- Demonstrated a strong commitment to safety protocols, adhering to all traffic regulations and maintaining a spotless driving record.

Retail Cashier

Pavillion/Vons | Torrance, Ca

Jul/2006 - Jan/2009

- Started as a cart attendant and progressed to cashier, consistently providing excellent customer service.
- Processed an average of 80-100 customer transactions per shift, maintaining a high level of accuracy and efficiency.
- Resolved customer inquiries and complaints effectively, achieving a 95% customer satisfaction rating based on post-transaction feedback.
- Assisted with stocking shelves and maintaining a clean and organized checkout area, contributing to a positive shopping environment.
- Implemented a new scanning technique that reduced transaction times by an estimated 10% while maintaining accuracy.

Retail Stock Associate

Target | Torrance, Ca

Feb/2005 - Jun/2005

- Stocked and organized merchandise across a 50,000 square foot retail space, ensuring shelves were consistently fully stocked and visually appealing.
- Provided customer service as a cashier, processing an average of 80 transactions per shift with a 98% accuracy rate.

- Maintained a clean and safe shopping environment by regularly restocking shelves and removing debris, contributing to a positive customer experience.
- Assisted with inventory management by accurately receiving and verifying shipments, reducing discrepancies by an estimated 10%.
- Supported team goals by consistently meeting or exceeding daily sales targets through effective product placement and customer engagement.

EDUCATION

Business Management

El Camino Community College | Torrance, Ca

SKILLS

HTML5, CSS3, JavaScript	Email Automation Platforms	Content Management Systems (CMS)		
Responsive Design	A/B Testing	Segmentation	Data Analysis (Google Analytics)	Version Control (Git)
Project Management	Collaboration Tools	Content Strategy	MJML	ESP(Klaviyo)
Image/Deliverability Optimization	Accessibility (alt text, semantic structure)		Media Queries	
CSS (Inline styling)	Figma			

RELEVANT PROJECTS

Costco BD Promotional Email

This is a promotional B2B email from Costco to a potential business owner or manager.