Adam Broughton-Grant

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Resume

A proven e-commerce professional with experience in online sales, operations, and workflow automation. I combine commercial thinking with hands-on problem-solving and clear communication to keep things running smoothly and efficiently. My background in liaison and communication has given me strong people skills that continue to guide how I manage projects, teams, and customer relationships.

Core Skills

- Marketplace Management (Wayfair, Amazon, eBay, Etsy)

- Product Optimisation, Pricing & In-Platform Advertising Tools

- Keyword Targeting, Sponsored Listings & Campaign Tracking

- Supplier Coordination & Fulfilment Automation

- Accounting (Sage, QuickBooks)

- Python Development – AI-driven image and order systems

- AI Platforms: OpenAI, Midjourney, Gemini, Claude

- Cloud Systems: Microsoft Azure (asset management, APIs)

- Automation – RESTful integrations, CSV parsing, email/FTP dispatch

- Image Processing (PIL, OpenCV, Photoshop scripting)

- Data Analytics (pandas, NumPy, Excel, Power Query)

- Adobe Creative Suite – Photoshop & Illustrator

- Leadership & Workflow Design

Work Experience

Big Box Art - Director / E-commerce Manager

March 2012 - Present

Oversee all commercial, operational, and technical management for an online art retail business operating exclusively via marketplaces. Managed 1.6M+ active listings across Wayfair, Amazon, eBay, and Etsy, maintaining top performance metrics. Developed a Python-based AI image and order-processing system integrating local editing, Azure sync, and automated supplier communication. Reduced manual image prep and order handling time by 70% through automation. Handled daily fulfilment, inventory forecasting, and supplier relations. Created all product imagery using Adobe Creative Suite and AI tools. Used marketplace advertising tools—sponsored listings, keyword bidding, and promotions—to increase visibility and sales. Oversaw accounting (Sage/QuickBooks), VAT, and monthly financial reporting. Managed a small team and contracted developer to maintain automation scripts and system improvements.

Keepmoat - Resident Liaison Officer

Nov 2003 - Feb 2012

Liaised between residents, contractors, and project teams on large social housing improvement programmes across the North West. Sole point of contact for thousands of residents, contractors, and client representatives across multiple projects. Implemented new communication practices improving workflow efficiency and customer satisfaction. Coordinated property access and communications, minimising disruption and maintaining timelines. Produced detailed resident reports for management and ensured Health & Safety compliance. Collaborated with councils and site teams to build trust and maintain clear communication.

Education & Professional Development

BSc (Hons) Computing & Design – 2:1

Continuous self-learning in Python automation, AI integration, cloud systems (Azure, OpenAI API), and marketplace advertising. Currently completing training in PPC optimisation and campaign analytics (Amazon Advertising Learning Console, Google Skillshop).