

Christopher Blosser

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PROFESSIONAL SUMMARY

Operations, content quality, and records specialist with 26 years of experience, spanning data entry management, content operations, and editorial QA for a national e-commerce platform. Directed onboarding and QA for over 12,000 merchant clients across 50+ markets, with a foundation in database accuracy, high-volume record processing, and copy editing. Ready to bring this background to data entry, content operations, or editorial QA roles requiring precision, consistency, and high-volume accuracy at scale.

EXPERIENCE

[delivery.com](https://www.delivery.com) June 2000 – May 2026 – New York, NY

Merchant Services Director (June 2019 – May 2026)

- Directed content operations and onboarding for 12,000+ merchant clients across 50+ markets, managing the launch and maintenance of high-volume digital storefronts for consistent brand compliance.
- Set QA and copy editing standards across all menus and product descriptions, formalizing protocols built over 16 years managing data entry operations.
- Oversaw the full digital asset lifecycle for thousands of businesses from initial contract processing and setup on our platform to content and product curation, graphic editing, and layout review.
- Served as the primary point of contact for merchant clients, handling content update requests and routing billing and sales inquiries to the right internal teams.
- Continued to guide ongoing development of our internal menu-editing tool, applying years of hands-on data entry and QA experience to shape new features and improvements.
- Ran user acceptance testing (UAT) with engineering, catching and documenting front end defects before features reached merchants.

Data Entry Manager (January 2003 – June 2019)

- Managed data entry operations for merchant records/storefronts, overseeing accuracy and consistency across a growing national database as the company scaled.
- Processed and audited high-volume content updates, including menu items, product listings and pricing data, maintaining data integrity across thousands of live storefronts.
- Defined functional specs and output structure for the company's proprietary menu editing tool, partnered with the programming team to build and test it; drafted user manuals for company-wide rollout.
- Trained and supervised data entry staff ranging from teams of 5-20, establishing workflows for record accuracy and turnaround time.

Web Designer (June 2000 – January 2003)

- Designed the original website for the company at its founding, when it operated as NYCTOGO.com, before its 2003 rebrand to delivery.com.

Library Assistant August 1997 – May 2000

Dr. Lillian & Dr. Rebecca Chutick Law Library – New York, NY

- Cataloged new acquisitions into the library database, audited records for accuracy, and curated the microfilm collection.
- Drafted and published a monthly periodical for students and faculty covering new arrivals in academic journals.

SKILLS

- **Operations & Logistics:** Content Operations, Merchant Onboarding, E-commerce Workflows, Process Documentation, Digital Asset Management (DAM), Document Scanning & Digital Conversion, Cross-Functional Coordination
- **Editorial & Quality Assurance:** Copy Editing, Proofreading, Text Quality Assurance (QA), User Acceptance Testing (UAT), Data Integrity & Accuracy
- **Technical & Product Support:** Technical Documentation, User Manuals & Training Guides, Product Requirements (PRDs), Content Management Systems (CMS)
- **Creative & Design:** Graphic Editing, Layout Review, Digital Asset Curation, Illustration, Social Media Marketing

SOFTWARE

- Google Workspace (Gmail, Drive, GoogleDocs, GoogleSheets)
- MS Word, Excel, Powerpoint
- Adobe Photoshop, Canva
- Looker, JIRA, Salesforce
- Wordpress

EDUCATION

Bachelor of Arts, Philosophy & Theology

Lenoir-Rhyne University, Hickory, NC

- Staff cartoonist, Lenoir-Rhynean university newspaper
- Philosophy tutor

CERTIFICATIONS, AFFILIATIONS, & INTERESTS

- Eagle Scout — Boy Scouts of America, Troop 234, Hickory, NC
- Kew Gardens CSA (Community Supported Agriculture), 2017–present
- Active NYC-based pen-and-ink artist with commission work, experience in social media marketing and an online print-on-demand store.