

Niko Tani.

Account manager for e-commerce brands. I also build the tools.

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I manage about 20 e-commerce merchant accounts at GoBolt, a logistics and fulfillment company: recurring meetings, account health and escalations. I also built and run my own automated online store and build full-stack apps with AI, so I know the merchant side of the table too.

EXPERIENCE

GoBolt · Account Manager · Remote, Orlando Nov 2025 - Now

Promoted from Customer Support Representative (Jun – Nov 2025). GoBolt is a logistics and fulfillment company for e-commerce brands across the US and Canada.

- Own a portfolio of about 20 e-commerce merchant accounts and meet with each on their cadence: weekly, twice weekly or as needed.
- Review dashboards and account health daily, and turn internal updates into clear merchant communication.
- Handle high-priority and sensitive escalations: de-escalate, set expectations, and bring in leadership or legal before a formal response when it's needed.
- Coordinate across warehouse, delivery, operations and support teams to resolve issues, deciding what needs attention first.
- Support Shopify-integrated merchants and order workflows through internal portals and ticketing.

Goodboy Gallery LLC · Founder · goodboygallery.co Dec 2025 - Now

- Built and run an end-to-end, scalable, automated business: Shopify storefront, orders, customer updates, quality control, social, and print fulfillment through a production supplier.
- Built AI-assisted internal tools for product creation, product photography and order QA, keeping a human approval step before anything prints.

Frank's Pizza Shop · Lead Cashier · Orlando Sep 2022 - Oct 2025

Trained staff, opened and closed, ran cash and delivery orders, and handled complaints.

PERSONAL PROJECTS

- Full-stack iOS applications, from the interface to the database, accounts and app builds.
- End-to-end custom websites: design, front end, hosting and launch.

EDUCATION

2023 - 2024 **The DAVE School**
Game Design Diploma

2021 - 2023 **Valencia College**
Associate of Arts

SKILLS

Client work	Account management, escalations, cross-team coordination, customer experience, remote work
Tools	Salesforce, Front, Looker, Slack, Google Workspace, Shopify
Build	React, Next.js, React Native, Supabase, Cloudflare
AI	Claude, ChatGPT, Codex, Cursor