



## OPERATIONS MANAGER & BUSINESS ARCHITECT



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### Skills



Goal-Oriented Team Leader trained  
by the United States Coast Guard



Steadfast ability to handle pressure,  
meet deadlines, and solve problems



Operation Management & Strategic  
Planning

### Awards



Promoted in 10 months in  
2022/2023



Patent & Trademark Holder



Top 50 Tech Visionary Award Winner  
(07/2021)



Won Google's Houston Founders  
Live (2019)



Won a Fast 100 Innovation Award  
(2019)

# HI, I AM

# DOMMONIC (DOM) NELSON

A meticulous business professional who undertakes complex assignments, meets tight deadlines by increasing efficiency, and delivers superior performance—Possess practical knowledge in business development, technology development, operations management. Applies vital operation planning, listening, and analytical skills to inform senior management of critical results and make profitable professional decisions. Operates with a strong sense of urgency, ethics and thrives in a fast-paced, highly-functioning team or independent setting.

## CAREER PROGRESSION & ACCOMPLISHMENTS

### OPERATIONS MANAGER

NURO: **02/2020 - 5/2023**

Provide Operational Leadership to a team of 17 Autonomous Vehicle Operators, Safety Drivers, Mappers, and a PM Shift Supervisor at Depot 1 in Houston while working with Product Managers and User Researchers on the Commercialization Team to further develop our partnerships with Chick-fil-A, FedEx, Kroger, and UberEats.

### MANAGEMENT

- Assist City Lead on higher-level initiatives dating 3 to 6 months out
- Participate in organization wide impact and Program Management
- Daily operational management of a team of 17 Autonomous Operators and Instructors (performance, attendance, metrics, career development, and day-to-day execution)
- Ensure completion of daily missions/city goals
- Operator scheduling, assignments, and training
- Work cross-functional with Central Planning, Fleet, Guardian Operations
- Point of escalation for Shift Supervisors on decision making, Operator Management, process improvement, and updates.

### KEY ACHIEVEMENTS

- Performance Review 2022 & 2023: Received Outperforming ranking. Promoted in 10 months from Shift Supervisor

## CAREER PROGRESSION & KEY ACHIEVEMENTS CONTINUED

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- 4 out of 8 winners of Winter Sprint are direct reports
- Completed 32 projects/initiatives in 10 months
- 1st Team Member in Houston to test and provide feedback for True Single Driver Software to help with new in-vehicle policy and autonomous mile goals

### COO

WAFL+, LLC: 11/2023 - PRESENT

WAFL+ is a HUB-certified, Black- and woman-led company leveraging renovation expertise to deliver scalable education and empowerment. Revenue streams include community memberships, proprietary Playbook access, apprenticeships, ride-alongs, and 50/50 joint ventures. Through Each One Teach One, WAFL+ promotes contractor diversity, neighborhood revitalization, and sustainable growth—aligning with procurement agencies focused on inclusion and impact.

#### KEY ACHIEVEMENTS

- Sold the first turnkey investment property in Metro Houston in over 50 years for \$239,000 (\$75,588 profit) - January 2025
- Co-created a Real Estate & Business Online Community Playbook (digital asset) selling for \$997
- Graduated 8 Weeks of government procurement training at Precinct 2 Biz to Empower
- Completed full-gut renovation of home built in 1955 and renovated in 2024. Value increased by \$100,000 - <https://www.har.com/homedetail/5017-kenilwood-dr-houston-tx-77033/3193846>
- Cross-business collaboration between the title company, lenders, brokers, city permitting center, and general contractors.
- Strategically planned scope of work to maintain renovation budget
- Created branding and marketing that generated 2 buyers and 7 renters in 1 week
- Partnered with Real Estate Broker to facilitate legal requirements for HAR & TREC

### PROJECT MANAGER, BUSINESS STRATEGIST, AND SUPPLY CHAIN SPECIALIST

CLEVTECH: 09/2014 - PRESENT

A last-mile pick-up platform uniquely focused on creating Sustainable Smart Lockers with interchangeable parts to help restaurants automate the takeout process for the on-demand economy and off-premise revolution.

#### MANAGEMENT

- Developing a mobile technology product with a market value of \$208,000 in 9 months
- Working with designers and developers to build wireframes, prototypes, and conduct market testing
- Utilizing Project Management software ClickUp and Trello to plan methods of completion and achieve milestones on time
- Documenting and presenting both verbal and written process metrics and design and specifications/methods to attract/secure investors, customers, local policymakers, and community organizations
- Developing and use flow diagrams, photographs, and other visual aids to communicate and refine user/customer experience
- Establishing connections with leaders of Houston's tech community (Station Houston, The Ion, & Houston Area Urban League) to assure product meets the standard of quality, consistency, and user-friendliness

## CAREER PROGRESSION & KEY ACHIEVEMENTS CONTINUED

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### KEY ACHIEVEMENTS

- 1 of 50 recipients for the \$10,000 Alibaba Manifest Grants Program . 23,000 American small business owners applied only 50 were selected.
- 1 out of 10 companies selected out of 550 to receive \$25,000 in funding from Shark Tank, Daymond John
- Honored in 2021 as the Top 50 Tech Visionary for contributions to technology at InterCon USA
- Inducted into Marquis Who's Who 2021
- Patent Granted: Application #: 16/247,248 - <https://portal.uspto.gov/pair/PublicPair>
- Processed over 18,000 error-free pickups with early adopters
- Gained Global Recognition with our partnership with Kitlock by Codelocks
- Honored in 2019 as 1 of the 26 most innovative companies in Houston by the Houston Business Journal
- Signed Top Accelerator in Houston (Station Houston) as a client increasing 2019 sales by 100%
- Pitched to angel investors to raise \$32,500 in seed capital
- Accepted to Rutgers University Diversity Tech Entrepreneurship Boot Camp
- Developed business concept that gained the support of Google in the amount of \$20,000
- Successfully launched product in 2019 earning the support of SouthernQ BBQ, featured on Good Morning America

### PROJECT MANAGER, BUSINESS STRATEGIST, AND SUPPLY CHAIN SPECIALIST

TRAPLEMENTS: 05/2023 - PRESENT

A modern beverage business designed to boost the social experiences of Trailblazers, Go-Getters, and Influencers and empower them on their journey to make an impact.

### MANAGEMENT

- Responsive website design and development
- Coordinating multi-state taste tests to gain insights into marketing, product quality, and packaging design
- Established crucial 3PL service partnerships
- Developed a grassroots marketing campaign to attract early adopters and drive B2C sales before expanding into the B2B market
- Drafted legal documents to obtain licenses and certifications in the states of Texas and North Carolina
- Developed a Brand Ambassador program complete with messaging and payment structure to grow sales

### KEY ACHIEVEMENTS

- Selling 60, 12 oz 4 Packs for \$44.44, pioneering a new industry standard
- Developed a short-term rental property strategy to expand brand and grow sales by 42%
- Created two new slogans to expand the intellectual property portfolio that increased the company's valuation
- Work cross-functional with graphic designers in Bogota, Colombia, and manufacturers in Las Vegas & California to revamp product labels and increase product production and reduce lead time from 8 weeks to 2 weeks

## **CAREER PROGRESSION & KEY ACHIEVEMENTS CONTINUED**

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### **AIRCRAFT CABIN AGENT/OPERATION AGENT**

**SOUTHWEST AIRLINES: 03/2015 -12/2018**

- Lead in providing cabin attendants essential refreshments to enhance the customer service experience
- Manage weight (300,737,800) and balance of aircrafts and assisted with boarding 800+ passengers per day
- Communicated with customers in every social, educational, and economic level (diversity and inclusion)
- Improved customer satisfaction by delivering dependable services, generating a 56% increase in repeat business from a daily passenger base of 100.

#### **KEY ACHIEVEMENTS**

- Developed a more efficient restocking process for Provisioning Agents that resulted in 48% fewer delays, injuries, and trips in and out of aircraft

### **HUMAN RESOURCE MANAGER**

**ONISTE HEALTHCARE SERVICES: 09/2017 - 05/2018**

- Inputted accounting information using Bookkeeper software and Quickbooks
- Managed payroll of \$250,000, reducing payroll errors by 40%
- Managed staffing and scheduling of five care assistants who qualified to assist five elderly, disabled, mentally, ill, and terminally ill patients who couldn't adequately care for themselves

#### **KEY ACHIEVEMENTS**

- Supervised five staff members, reducing turnover by 90%
- Reduced 70% of clocking in and out infractions by training staff on the Electronic Verification System

### **PROJECT MANAGER, BUSINESS STRATEGIST**

**SLEEPY TEEPEES, LLC: 11/2014 - 12/2017**

- Created long-term value for organization through sourcing manufacturers, protecting intellectual property, website development, market strategies, paths to market, and cultivating customer relationships

#### **KEY ACHIEVEMENTS**

- Raised \$25,000 in seed capital by sourcing investors and conducting product demonstrations
- Wrote patent and hired attorneys to assist with claim section
- Reduced product costs by 70%, while managing \$40,000 in inventory
- Grew product awareness organically by 65% by developing marketing channels
- Advanced an idea from concept to final product sold in the North American market
- Advanced to 2nd round of auditions on ABC's hit television show, "Shark Tank"

## CAREER PROGRESSION & KEY ACHIEVEMENTS CONTINUED

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### ENTREPRENEURSHIP CLIENT

HOUSTON TECHNOLOGY CENTER : **01/2016 - 06/2016**

- Selected as a tech startup by HTC - voted by Forbes as one of the top twelve incubators changing the world.

#### KEY ACHIEVEMENTS

- Graduate of HTC Accelerator Program
- Pitch a scalable, profitable, reputable business model that has the potential to scale to \$15 million in revenue 7 years or less

### SHIPPING MANAGER & DISPATCHER

WAL-MART DISTRIBUTION CENTER 7042, 7010: **06/2010 - 11/2013**

- Managed a team of 20 employees
- Organized shipping processes by coordinating and monitoring trailer movement towards meeting shipping deadlines
- Ensured the highest quality and most effective dock and trailer utilization
- Verified/maintained records and shipping accuracy by completing all necessary documentation for pick-up and delivery of shipments

#### KEY ACHIEVEMENTS

- Nine (9) consecutive months of production at 99.9%
- Improved efficiency of dock and trailer utilization by 55% with brick-layer loading
- Shipped over \$10 million of products (90,000 - 125,000 packages) daily during holiday season (October-December) .
- Enhanced production system 25%, which was adopted by the grocery receiving department in New Caney, TX

### INTERNSHIP

UNITED STATES COAST GUARD: **2012**

- Selected to support the effectiveness of Waterways Management, Aids to Navigation, and Law enforcement division towards safeguarding our Nation's maritime interests

#### KEY ACHIEVEMENTS

- Received leadership training from USCG officers & Captain of The Port of Houston (Captain Woodring)
- #1 selected intern in Houston, Texas
- 1st African American in Texas Southern University 72-year history to intern with USCG

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### EDUCATION

STATE UNIVERSITY OF NEW YORK MARITIME COLLEGE: **08/2015 - 12/2015**

- Initiated Master of Science (MS) degree in International Transportation Management.

TEXAS SOUTHERN UNIVERSITY: **08/2012 - 05/2014**

- Awarded B.S. in Maritime Transportation Management and Security with a minor in Business Management.

# Dommonic Nelson

OPERATIONS MANAGER &  
BUSINESS SPECIALIST

## CONTACT

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## CERTIFICATES & PROFESSIONAL DEVELOPMENT

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APPLIED KEN BLANCHARD'S ONE MINUTE MANAGER PRINCIPLES TO IMPROVE COMMUNICATION, DELEGATION, AND ACCOUNTABILITY

- 7/2025

BIZ TO EMPOWER (GOVERNMENT PROCUREMENT)

- 8/2024 - 11/2024

LEAN SIX SIGMA GREEN BELT (41271262)

- **1/2021 - 2025**

SELF-CONFIDENCE - UPGRADING YOUR CONFIDENCE AND COURAGE AT WORK

- **5/2023**

ROOT CAUSE ANALYSIS BY KAREN MEAD

- **2/2023**

GANTT CHART

- **11/2023**

ASSISTANT INCIDENT COMMANDER & CPR & AED TRAINING

- **11/2021**

GLOBAL DATA PRIVACY CERTIFICATION

- **4/2020**

TEXAS FOOD MANAGER CERTIFICATE PROGRAM

- **4/2018**

DIVERSE TECH ENTREPRENEURS MINI-BOOT CAMP AT RUTGERS BUSINESS SCHOOL

- **4/2017**

DAYMOND JOHN'S SUCCESS FORMULA TRAINING PROGRAM

- **5/2016**

HOUSTON TECHNOLOGY CENTER CLIENT ACCELERATION PROGRAM GRADUATE

- **11/2014**

CERTIFIED IN NATIONWIDE SYSTEMATIC INCIDENT MANAGEMENT RESPONSE BY FEMA

- **11/2014**