

ANDREW R. DOSS

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OPERATIONAL EXCELLENCE, COMMUNICATIONS & ENABLEMENT LEADER

Executive Summary

Operational Excellence, Communications & Enablement Leader with 30+ years of experience translating complex organizational activity into clearer systems, communications, and experiences. Builds reporting ecosystems, operational dashboards, knowledge systems, process-improvement frameworks, and AI-assisted workflows that improve visibility, stakeholder enablement, and operational effectiveness. Experienced at the intersection of communications, digital experience, content operations, process improvement, and technology-enabled innovation.

Selected Career Highlights

- Built an operational communications and reporting ecosystem spanning six recurring reporting products and multiple stakeholder audiences.
- Reduced recurring reporting preparation from most of a working day to minutes through AI-assisted workflow automation.
- Built knowledge-management and enablement systems supporting content operations, stakeholder understanding, and process adoption.
- Combine communications, digital experience, process improvement, and technology to turn complex operational problems into practical, reusable solutions.

Areas of Expertise

Operational Excellence • Process Improvement • Stakeholder Enablement • Knowledge Management • Strategic Communications • Executive Communications • Content Operations & Governance • Training & Enablement • Change Management • Cross-Functional Leadership • Customer Experience (CX) • AI-Assisted Workflow Design • Operational Reporting • Digital Experience Platforms

PROFESSIONAL EXPERIENCE

Delta Air Lines

Lead Content Editor / Communications Lead, Digital Experience

January 2026 – Present | Atlanta, GA

Serve as communications and operational lead for a 12-person Content Operations team supporting 52 unique requesters in Q2, with primary responsibility for stakeholder communications, reporting, sprint visibility, process improvement, knowledge management, and enablement. In 2026, expanded into this role as Content Operations transitioned to a sprint-based operating model, shifting my focus from direct content production toward communicating and reporting on the team's work and helping shape and plan upcoming sprints.

Key Achievements

- Expanded into a Communications Lead role in 2026 as Content Operations transitioned to a sprint-based operating model.
- Designed and operate a six-report communications cadence spanning weekly, bi-weekly, monthly and quarterly reporting..
- Created stakeholder visibility platforms and reporting systems that transformed manual status requests into self-service experiences, improving transparency and reducing communication bottlenecks.
- Designed and implemented AI-assisted reporting workflows that reduced report preparation time from more than one hour to less than ten minutes while improving scalability, consistency, and reporting quality.
- Developed a strategic executive reporting framework that translates operational activity into business outcomes, enterprise initiatives, delivery performance, and organizational priorities.
- Created quarterly process maturity reporting that provides leadership with data-driven visibility into workflow predictability, turnaround performance, and operational improvement trends.
- Authored and maintain the Content Operations Process Guide, establishing a centralized source of truth for governance, workflows, approvals, localization practices, and operational standards.
- Designed and developed a gamified enablement platform comprising four functional learning experiences that translate procedural, conceptual, and decision-based knowledge into interactive training experiences for future onboarding and enablement use.
- Leveraged Microsoft Copilot, Kiro, and AI-assisted workflows to streamline communications, reporting, documentation, and operational planning.

Senior Digital Content Editor

November 2020 – December 2025

Managed customer-facing content experiences across Delta.com, the Fly Delta application, and airport digital platforms while supporting governance, stakeholder communications, content operations, and customer experience initiatives.

Selected Achievements

- Delivered targeted content and personalized customer experiences supporting engagement and revenue-generating initiatives.
- Managed customer-facing promotions, shopping experiences, and digital messaging across multiple channels.
- Supported enterprise content governance through documentation, standards, process development, and training resources.
- Partnered with Product, Technology, Marketing, and UX teams to validate and deploy customer-facing digital experiences.
- Maintained operational visibility and accountability for customer-facing digital assets through reporting, audits, and process controls.

Digital Content Editor • Marketing Communication Manager • Digital Product Management Analyst

September 2018 – October 2020

Progressively expanded responsibilities across customer experience, digital communications, stakeholder engagement, product support, business testing communications, change management, localization, and personalization initiatives.

Highlights

- Supported Delta's Responsive Shopping & Booking transformation initiative.
- Led business testing communications and change-management activities.
- Developed communication, reporting, and knowledge-sharing resources supporting operational effectiveness.
- Contributed to personalization, localization, and customer experience optimization initiatives.

ABM Industries

Senior Manager, Website & Digital Communications

November 2011 – January 2018

Led enterprise web strategy, digital communications, intranet initiatives, content governance, and organizational communications programs for a Fortune 500 services organization.

Key Achievements

- Led the ABM.com rebrand initiative and responsive redesign project.
- Directed integration of acquired brands and digital properties into the corporate web platform.

- Managed enterprise web content, intranet communications, digital experience initiatives, and stakeholder communications.
- Partnered with executive leadership, legal, IT, marketing, and external vendors to deliver business-critical initiatives.

Aprio

Website & Multimedia Developer

February 2000 – November 2011

Led digital communications, web strategy, internal communications, and multimedia initiatives supporting one of the Southeast's leading accounting and advisory firms.

Key Achievements

- Created award-winning internal communications programming recognized by the Association for Accounting Marketing.
- Managed websites, intranet platforms, newsletters, and communication channels supporting firmwide visibility and engagement.
- Partnered with firm leadership to improve communication, awareness, and organizational alignment.

ADDITIONAL EXPERIENCE

Founder & Creative Technologist

Dosswerks Digital | 1995 – Present

Personal brand and creative outlet focused on independent projects involving web experiences, music production, interactive applications, digital media, and emerging technologies.

Musician, Composer & Producer | 1984 – Present

Active performer, composer, and producer with extensive experience in live performance, original music production, multimedia collaboration, and creative storytelling.

EDUCATION

Bachelor of Science, Communications

Kennesaw State University

Additional Graduate Coursework

Professional Writing / Technical Communication