

James V. Griffis Jr.

Full-Stack Developer | Small-Business Owner | Operations Professional

Ashland, Virginia | (804) 842-4251 | jamesgriffis.online

PROFESSIONAL SUMMARY

Full-stack developer and small-business owner based in Ashland, Virginia, with experience across production web applications, independent ventures, and hands-on customer operations. Designs, builds, deploys, and maintains full-stack TypeScript applications across frontend interfaces, backend APIs, relational data, and cloud infrastructure. Owns and operates PRH Services LLC and its venture Paper OS, covering service delivery, product design, e-commerce, fulfillment, and customer care. Background also includes Amazon returns, nonprofit team leadership, casino operations, retail, food service, and apparel, with strengths in clear communication, calm execution under pressure, and organized follow-through.

PROFESSIONAL EXPERIENCE

Founder & Owner

PRH Services LLC - Ashland, VA | 2025 - Present

- Own and operate two independent ventures: PRH Services (service practice) and Paper OS (planning notebook system).
- Design, build, and maintain all websites, ordering flows, and supporting systems with Astro, TypeScript, Node.js, and Cloudflare Workers, Pages, D1, KV, and R2.
- Handle end-to-end service delivery: customer communication, order processing, document and PDF workflows, transactional email, printing, packing, and mailing.
- Coordinate day-to-day business operations, including prioritization, quality checks, record-keeping, and continuous improvement across digital and physical products.

Full-Stack Developer

Independent - jamesgriffis.online | 2023 - Present

- Design and build responsive, accessible web interfaces with JavaScript, TypeScript, HTML, CSS, and Astro, including server-rendered, statically generated, and edge-rendered routes.
- Implement REST APIs and backend features with Node.js and Cloudflare Workers, including forms and validation, authentication and session flows, and third-party integrations.
- Model relational data with SQL and SQLite, manage schemas and migrations with Cloudflare D1, and use KV and R2 for key-value and object storage.
- Ship and support production releases with Git and GitHub workflows, Wrangler deployments, debugging, performance tuning, and ongoing maintenance.

Customer Return Associate, Level 1

Amazon - RIC9 Facility | Present

- Process customer returns in a high-volume facility with a focus on accuracy, organization, and quality.
- Inspect, sort, and document varied products while following established workflows and quality standards.
- Exercise customer-service judgment and attention to detail when handling exceptions and time-sensitive tasks.
- Support throughput and team goals through reliability, adaptability, and clear communication across shifts.

Team Management & Casino Operations

Nonprofit and casino settings | 2023 - 2026

- Helped manage a nonprofit organization, coordinating people, priorities, and day-to-day needs in people-centered settings.
- Led and supported team members through task coordination, scheduling support, and clear communication under time pressure.
- Built casino-floor experience in situational awareness, service recovery, and real-time problem solving.
- Balanced service quality, operational needs, and procedure-following in live, high-contact environments.

Customer Service, Retail, Food Service & Apparel

Customer-facing roles | 2018 - 2023

- Served customers across retail, food service, and apparel settings, supporting sales, service, and daily operations.
- Handled inquiries, requests, and transactions while keeping service friendly, accurate, and efficient.
- Adapted to shifting priorities, staffing needs, and fast-paced service demands while maintaining quality.
- Strengthened communication, teamwork, task management, and practical problem-solving across varied teams and customers.

INDEPENDENT VENTURES

PRH Services LLC

Independent service practice and parent company; service delivery, operations, and web presence. | prhservices.org

Paper OS

System of eight purpose-built planning notebooks; product design, e-commerce, and fulfillment. | paperos.xyz

SKILLS

Languages & Frontend

JavaScript (ES6+), TypeScript, HTML5, CSS3, SQL, Responsive web design, Semantic HTML, Accessible interfaces, CSS Grid and Flexbox, JSON and API consumption

Application Development

Astro, Node.js, Server-side rendering (SSR), Static-site generation (SSG), Edge rendering, Component-based UI, REST API design and integration, Authentication and session flows, Form handling and validation, Third-party integrations

Cloud, Data & Delivery

Cloudflare Workers, Cloudflare Pages, Cloudflare D1 and SQLite, Cloudflare KV and R2, Relational data modeling, Database schemas and migrations, Edge and serverless deployment, Wrangler CLI, Production release support

Commerce, Product & Fulfillment

E-commerce operations, Checkout and order workflows, Transactional email, PDF and document generation, Product design (paper and digital), Print and typesetting basics, Order fulfillment, packing, and shipping, Mailing operations, Service delivery and follow-through

Service, Leadership & Operations

Customer service, Team leadership and coordination, Clear communication, Adaptability, De-escalation and service recovery, Task and project management, Quality control and accuracy, Throughput and time management, Situational awareness

Systems, Hardware & Tools

Git and GitHub, Code review, Command-line tools, Linux, Debugging and troubleshooting, Performance tuning, Windows and macOS, PC building and hardware troubleshooting, Networking basics, Printers and fulfillment equipment, Microsoft Office, Google Workspace