

RYCKOLOS N. GRIFFITHS

North York, ON

LinkedIn: [linkedin.com/in/ryckolos-griffiths-80a8a440/](https://www.linkedin.com/in/ryckolos-griffiths-80a8a440/)

Portfolio: [RGRoach.ca](https://www.rgroach.ca)

PROFESSIONAL SUMMARY

Adaptable and customer-focused leader with a strong background in retail operations, team leadership, and technical problem-solving, paired with long-term experience in development across web, game, and app projects. Proven ability to excel under pressure, guide teams toward results, and build scalable technical systems using modern tools and workflows. Strong communicator known for optimism, creativity, and consistent execution.

CORE SKILLS

Leadership & Operations: Team Leadership • Training & Onboarding • Scheduling • KPI Performance • Escalation Handling • Inventory Management

Technical & Development: Troubleshooting • Documentation • Systems Support • Process Improvement

Development: HTML5 • CSS • JavaScript • C# • C++ • Git • GitHub • Unity • Unreal Engine

Platforms & Tools: Windows • macOS • Linux • iOS • Android • Microsoft Office • Google Cloud

Business Systems: ERP • CRM • OMS • RMA • POS Systems

Creative Tools: GIMP • OpenAI Tools(Minimal) • FL Studio

PROFESSIONAL EXPERIENCE

STORE MANAGER

Factory Direct — Toronto, ON

(Progressed through roles over 6 years)

Associate (2 yrs) • Assistant Store Manager (3 yrs) • Store Manager (1 yr)

- Led daily store operations for one of 10+ locations, ensuring consistent customer service and technical support standards
- Recruited, interviewed, and onboarded new staff, ensuring readiness and a strong team culture

- Trained team members on workflows, POS systems, accessory sales, and customer-first technical support
 - Handled escalations calmly and efficiently, resolving complex customer issues with empathy and professionalism
 - Managed inventory, stock flow, and replenishment while maintaining accuracy and availability
 - Built schedules and assigned resources strategically based on staffing demands and store performance needs
 - Supported process improvements across both in-store and online support operations
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TEAM LEADER / CUSTOMER EXPERIENCE (Retail)

Hunny Pot — Manager/Team Leader, Toronto, ON
1.5 Years (Current Role)

- Supported high-volume daily operations, delivering fast and accurate customer service
 - Assisted with leadership responsibilities, including floor support, team coaching, and workflow execution
 - Maintained strong communication between staff and management to ensure smooth operations, daily updating team members' goals in the Vault's KPI Board
 - Built confidence in handling customer concerns while keeping service levels consistent under pressure
 - Motivating and guiding team members to reach their individual goals whilst achieving store goals consistently
 - Leading by example. Holding top scores in multiple store location KPI records
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LEAD DEVELOPMENT DIRECTOR

Megamen | Network & Security — Toronto, ON
2024 – Present

- Lead development direction and manage systems supporting business growth and client solutions.
 - Build and maintain digital experiences (web/tools/projects) aligned with brand and customer needs.
 - Manage development workflows, feature planning, and technical execution.
 - Contribute to business technology decisions and scalable solutions.
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MOD DEVELOPER / TECHNICAL CREATOR

DarksideRP — Toronto, ON
2018 – 2023 (Still a Consultant)

- Develop and implement custom game features and mechanics using Unreal Engine 4 and Atlas Dev Kit.
 - Integrate new animations and custom assets, adapting them to match the existing game style and experience.
 - Collaborate with others using GitHub version control to maintain stable builds and an organized project structure.
 - Troubleshoot issues and optimize integrations for a smooth user experience in a multiplayer environment.
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EDUCATION

Diploma – Video Game Design & Development

Toronto Film School — Toronto, ON (2017–2018)

Diploma – Multimedia Design & Production Technician

Humber College — Etobicoke, ON (2012–2014)

Ontario Secondary School Diploma

Notre Dame Catholic Secondary School — Brampton, ON (2007–2010)

EXPERIENCE TIMELINE SNAPSHOT

Leadership & Customer Operations: ~7.5 years

(Factory Direct 6 yrs + Hunny Pot 1.5 yrs)

Development (Web/Game/App): ~10 years

(Web 4 yrs • Game 4 yrs • App 2 yrs)