

Jonathan Johnson

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PROFESSIONAL SUMMARY

Principal-level Technical Program Manager with 7+ years leading complex, cross-functional engineering programs across AI, analytics, and cloud-enabled performance systems. Expert in defining customer scenarios, translating ambiguous requirements into actionable technical roadmaps, and driving end-to-end delivery across engineering, data science, design, and operations. Skilled in building KPI frameworks, orchestrating multi-team execution, and delivering measurable business outcomes. CompTIA Security+ certified.

CORE CAPABILITIES

Technical Program Management • Product Ownership • Customer Scenario Definition
AI/ML & Cloud Solution Enablement • KPI Frameworks • Data-Driven Decision Making
Cross-Functional Engineering Leadership • Roadmap & Release Planning
Risk Identification & Mitigation • Governance & Change Management
Performance Analytics • Process Optimization • Stakeholder Alignment

PROFESSIONAL EXPERIENCE

Ignition

Atlanta, GA

Nesting Program Manager

Aug 2025 – Present

Led end-to-end strategy and delivery for an AI-enhanced onboarding and enablement platform supporting 30–40 new hires per quarter, acting as Product Owner across engineering, operations, and training.

- Defined customer scenarios, success criteria, and user stories for AI-driven workflows; aligned engineering, data, and operations stakeholders around a unified roadmap.
- Designed scalable process and data frameworks integrating automated performance tracking and coaching workflows, reducing time-to-productivity by 15%.
- Drove adoption of new analytics dashboards and tools across 12+ SMEs, achieving 95% adoption within 90 days through structured governance and training.
- Built a KPI measurement system tracking 15+ business value metrics (retention, performance velocity, coaching effectiveness, ROI) and delivered monthly executive reporting.
- Coordinated full deployment lifecycle from proof-of-concept through production, managing cross-team dependencies and risk mitigation plans.
- Established continuous feedback loops with 150+ frontline users, validating use cases and informing iterative improvements to reduce workflow friction.

Team Lead

Oct 2023 – Aug 2025

Owned cross-functional performance improvement initiatives and partnered with engineering teams to pilot and validate new tools and workflows.

- Delivered a 25% conversion rate, outperforming team benchmarks by 15%, through structured process analysis and data-driven coaching cycles.
- Analyzed large performance datasets to identify behavioral patterns and root causes of skill gaps, reducing ramp time by 20%.
- Developed standardized end-to-end workflows and coaching methodologies adopted across 8 teams (80+ members).
- Partnered with engineering and operations leadership to test and deploy new tools, managing dependencies and ensuring successful rollout.

Red Ventures

Atlanta, GA

Sales Performance Manager

Mar 2020 – Oct 2023

Led enterprise-wide enablement programs and technical integrations supporting 100+ professionals across multiple business units.

- Ranked top 5 in individual sales performance and selected as an international trainer prior to transitioning into a full management track.
- Designed reporting infrastructure to surface performance trends, forecast outcomes, and identify skill gaps—improving training effectiveness by 30%.
- Managed technical integrations with IT and BI teams to implement reporting tools, establish data governance protocols, and ensure privacy compliance.
- Built automated reporting workflows replacing manual processes with self-service dashboards, reducing reporting cycle time by 60%.

Sales Professional & Sales Lead

Jun 2018 – Mar 2020

- Ranked top 5 in performance for Q3 and Q4; selected as International Trainer delivering enablement programs across global teams.
- Served as Sales Ambassador supporting recruiting, onboarding, and early-stage talent development.

Earlier Experience (2011–2018)

- Assistant Beverage Manager, 200 Peachtree (2011–2014) — Managed staff scheduling, compliance reporting, vendor relationships, and operational standards for high-volume venue.
- Account & Office Manager, Action Bartending School (2013–2014) — Managed billing, reporting, business development, and staff coordination generating \$96K+ annually; improved graduate placement from 5% to 20%.

EDUCATION & CERTIFICATIONS

Bachelor of Science, Business Administration (Marketing)

Clayton State University — Atlanta, GA

CompTIA Security+ — Data privacy, risk management, and compliance frameworks

TECHNICAL SKILLS

Cloud & Infrastructure: AWS (EC2, S3, IAM, CloudWatch, Lambda — core services)

AI/Automation: Prompt engineering, workflow automation, foundation model application, RAG basics

Analytics & Reporting: Power BI, Tableau, Excel (Advanced), KPI frameworks, performance dashboards

LEADERSHIP & RECOGNITION

- Gem Award Recipient — Top Sales Leader, Q3 & Q4
- ERG Leadership Team Member — Led diversity initiatives and cross-functional collaboration
- Toastmasters International — Advanced public speaking and executive communication