

JONATHON PENA

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PROFESSIONAL SUMMARY

Operations and systems-focused professional with experience supporting project execution, inventory control, and cross-functional operations across field and office environments. Proven ability to analyze workflows, identify root causes, implement structures, repeatable solutions that improve visibility, accuracy, and accountability. Strong skills in Excel, CRM platforms, Microsoft 365, and process documentation, with a growing focus on data analysis and operational optimization.

EXPERIENCE

Operations Administrator | Lev3l Mechanical | 2025 – Present

- Transitioned into an operations-focused role supporting administrative functions and active project execution
- Audited and standardized inventory, tools, and materials, improving visibility, loss prevention, and accountability
- Designed and implemented Excel-based inventory and tracking systems to support quoting accuracy and decisions
- Developed standardized documentation and procedures to streamline workflows and reduce process variation
- Diagnosed/resolved critical software failures by isolating root causes through system analysis, preventing downtime
- Evaluated multiple remediation paths, tested targeted fixes, and restored system functionality while preserving data integrity and operational continuity

Administrative Assistant / Client Support Specialist | Fix A Resume | 2017 – Present

- Provided administrative and client support for a resume and career-development business
- Coordinated client intake, requirements gathering, and ongoing communication to align expectations and timelines
- Maintained accurate and confidential client records while managing multiple active projects
- Supported client rebranding by assisting with website setup, content organization, information flow improvements

Project Technician / Installation & Service Lead | American Mechanical Services | 2022-2025

- Led multi-disciplinary project teams and coordinated subcontractors on large-scale commercial projects
- Planned and executed project workflows by sequencing tasks, allocating resources, and coordinating schedules, materials, and labor
- Served as on-site project representative, resolving issues, communicating priorities, and maintaining alignment between contractors, leadership, and customers

Lead Technician | Lev3l Mechanical | 2018-2022

- Led multi-team projects from planning through completion by coordinating subcontractors, schedules, materials, and on-site execution
- Acted as primary customer contact for walk-throughs, scope alignment, and expectation management
- Ensured projects met timeline, quality, and safety standards

Project Management Assistant (Short-Term Support) | Luna Decorators | 2022

- Provided short-term administrative and project support, assisting with documentation, scheduling, and workflow organization using Microsoft 365 tools.

Customer Service Assistant | CenterPoint Energy | 2022

- Entered and maintained customer and service data within internal CRM systems
- Coordinated with operations teams to route service requests and support established workflows

EDUCATION

Lamar University, Bachelor of Science in Computer Science | Spring 2027

Wharton County Junior College, Computer Science Coursework

TECHNICAL & PROFESSIONAL DEVELOPMENT

- Project Management Certificate (PMI-Aligned) | (In Progress)
- Salesforce Administrator Certificate | (In Progress)
- Microsoft 365 (Excel, Word, Outlook, Teams)
- CRM Systems & Customer Data Management