Nathaniel Johnson

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Summary

Program manager for Meta specializing in internal product support and project analysis. Currently finishing a Full Stack Web Development Bootcamp course through Berkeley Extended Education to further develop hard skills to remain agile within the evolving IT industry.

Experience

Survey Platform Operations Program Manager
Meta (Rose Intl)

Jun 2021 - Present (2 years)

Single-handedly running reactive and consultation support for the internal survey platforms for all Meta products used by thousands of Meta researchers

Executing on all SLAs related to Survey Platform Operations

Administrator on call for all researchers and engineers utilizing internal surveying tools

Subject Matter Expert for tooling setup including pre and post launch surveying and triaging survey diagnostics

Deep-diving into survey analytics using PostgreSQL databases

Presenting and analyzing quarterly review targets making use of organizational schema I personally adapted and refined in order to highlight trends in the support group I lead

Collaboration with internationally-based engineering team for escalations and backlog feature submissions

Technical Account Manager
Google (ICONMA)

Nov 2019 - Dec 2020 (1 year 2 months)

Supported and consulted for merchants and business partners in the online retail commerce space to cultivate, understand and integrate data with Google Shopping Actions

Provided high touch consulting and technical support to anchor and strategic merchant partners to ensure smooth data integration and increase success on Google Shopping platform

Managed direct relationship with up to 30 merchant accounts concurrently, acting as point of contact within Google Shopping organization in order to provide full life-cycle support to established merchants

Identified opportunities to grow business sales through platform optimization to increase revenue

Troubleshooted, escalated and responded to product support requests from merchants and third-party channel partners and worked with internal cross-functional teams to deliver results within SLA and KPI requirements

Leveraged Google Merchant Center, Gearloose 2.0, Salesforce, Excel, Tableau, Google Suite, Bug Tracker internal tools, and various logs and data to identify and troubleshoot merchant issues while recommending solutions

Crafted PLX scripts and SQL queries to compile, analyze and deliver reports on relevant partner data

Assisted in the training of peers to onboard efficiently into growing team

Created client monitoring and operational tools and tracking applications including account plans

Reviewed, edited, and revised both internal and external technical articles for Merchant Center Help Center for new Google Shopping features and updates for scaled support teams

Troubleshot fulfillment and data bugs for support team and partner managers seeking to better understand client sales and retailer standards data

Reviewed appeals from merchants and account managers to examine account-impacting performance standards

Remained agile to tackle ad hoc consulting and data analysis for top tier clients and program managers

Audited merchant support for new vendors to transition scaled support model

Marketing Platforms Consultant
Better Body Work

Aug 2019 - Oct 2020 (1 year 3 months)

Provide Subject Matter Expertise on promoted growth of marketing strategies within Instagram and Facebook advertising ecosystems

Develop SOPs and guided resources for network of posters to build out visibility of organic social network growth

Troubleshoot advertising bugs and ad hoc issues on Facebook ad platforms

Provide walkthroughs and best practices of Facebook Ads Manager, Business Manager and Instagram's internal paid promotion system to drive traffic on all parent and associated BBW and related accounts

Business Product Support Analyst II
Facebook

May 2018 - Nov 2019 (1 year 7 months)

Handled and assessed product issues as they related to Instagram advertising platforms

Collaborated with support team to identify platform bugs, offer solutions and escalate to engineering as necessary

Utilized internal tools in order to replicate and identify client usage patterns

Assuaged client concerns and manage expectations of client accounts to ensure positive relationship between partners

Trained and onboarded new members of the team to handle job performance tasks and SLAs

Managed workflows and kept up with SLAs as designated to meet client needs

Tackled KPI metrics and followed multiple Tableaux organizational dashboards as a driving member of a close-knit collaborative team

Received & published questions in knowledge base hub for concierge business filers and other Facebook employees

Monitored incoming communications from top tier clients in order to increase process efficiency

Published and develop the Product Support Team's newsletter

Ran BPS team events as coordinator on the Events & Engagement Committee

Online Quality Training Specialist

Aug 2014 - Oct 2017 (3 years 3 months)

Managed large scale tech projects with hundreds of contractors to ensure delivery of assessment, A/B testing, black box testing, and crowdsourced data for search algorithms, ad relevancy, database quality assurance, and GIS mapping systems accuracy

Developed ground-up training program for multiple projects, collaborated with engineering team on the best use cases and functions of internal LMS, escalated both support and feature requests in order to improve proprietary LMS developed in coordination with Project Managers and Quality team
Created training materials such as webpages and guides, webcast videos, newsletters, online quizzes, and distributed various feedback to thousands of online vendors in order to provide data to provide search engine evaluation data to one of the largest search engines in the world
Maintained tools and self-guided LMS academies for web-based training in order to bring new and struggling contractors up to project standards
Participated in team discussions in order to effectively manage and gauge the quality of our extensive network of work-at-home contractors
Engaged in creative, out-of-the-box thinking and problem solving to come up with flexible and actionable solutions in order to achieve, enhance, and maintain quality for client standards
Maintained lines of communication between team, clients, and contractors through multiple lines of web communication
Assigned and edited team-collaborated feedback and educational tools to train contractors for multiple projects

Quality Analyst
Feb 2013 - Aug 2014 (1 year 7 months)
Analyzed and interpreted quality Search Engine Evaluation guidelines in order to provide feedback and instruction for one of the biggest search engines in the world
Managed large queue of vendors, directed workflow opportunities and contractual terminations based on guidelines and project standards
Oversaw quality of projects collaboratively within a team-based context
Sent feedback to dozens of vendors weekly for various types of work within project
Created materials to train and increase quality of vendors, developed blueprints for project features to enhance communication and training ability
Answered daily questions and saw to various needs of contractors through multiple lines of communication

Editorial Intern
Jun 2012 - Sep 2012 (4 months)
Drafted correspondence between authors, editors and agents
Synthesized book matter into concise, descriptive passages to accentuate selling points
Edited study guides published online for group use
Evaluated incoming book proposals

Education

UC Berkeley Extension
Full Stack Web Development, Computer Programming
Nov 2022 - May 2023
Learning the MERN stack in web development - MongoDB, Express JS, React, Node JS in order to create full JavaScript applications

California State University - East Bay
Bachelor of Arts (B.A.), English (Creative Writing Option)

2010 - 2012

Solano Community College
Transfer Eligible, Journalism and English
2005 - 2009

Licenses & Certifications

Full Stack Web Development (in Progress) - UC Berkeley Extension

Business Metrics for Data-Driven Companies - Coursera Course Certificates
WCHGKN5NPGK8

Mastering Data Analysis in Excel - Coursera Course Certificates
T5KCZ5BEVLK5

Managing Big Data with MySQL - Coursera Course Certificates
YFX2KMJ425RG

ADDIE: Training and Development Professionals' Guide - Udemy
UC-JJ0715CI

Learning SCORM and Tin Can API - Lynda.com
D6326E789D034A84AECE10658F1713ED

Learning Minitab - LinkedIn

Operational Excellence Foundations - LinkedIn

Statistics Foundations - LinkedIn

Leading Productive Meetings - LinkedIn

Instructional Design For ELearning - Udemy
UC-NTDW2ONC

Lean Six Sigma Foundations - LinkedIn

Six Sigma: Black Belt - LinkedIn

in **Adobe Captivate Essential Training** - LinkedIn
AaqdmAQ3toP0RNqpIEfL-xINPdAc

in **Programming Foundations: APIs and Web Services** - LinkedIn

in **Change Management Foundations** - LinkedIn

in **Agile Instructional Design** - LinkedIn

in **Project Management Foundations: Teams** - LinkedIn

in **Project Management Foundations: Communication** - LinkedIn

in **Operational Excellence Work-Out and Kaizen Facilitator** - LinkedIn

in **Lean Six Sigma: Define and Measure Tools** - LinkedIn

in **Becoming a Six Sigma Black Belt** - LinkedIn
AcXlaJzQw2pwOmxushfLveEXSlZl

Six Sigma Yellow Belt - 6sigmastudy - The global certification body for six sigma certifications
738835

Scrum Fundamentals Certified (SFC) - SCRUMstudy - Accreditation Body for Scrum and Agile
821181

Scrum Master Certified (SMC) - SCRUMstudy - Accreditation Body for Scrum and Agile
Issued Jan 2021 - Expires Jan 2024
822194

U **DevOps , CI/CD(Continuous Integration/Delivery for Beginners** - Udemy
UC-4f9c71de-32ab-40d6-8f41-cd3c034d8168

U **The Complete SQL Course** - Udemy
UC-c3bc6a83-fed6-402c-a4a8-95997c464b81/

Skills

Project Management • Technical Support • MySQL • Microsoft Excel • Tableau • MERN Stack •
JavaScript • Scrum • Six Sigma • Training

Honors & Awards

First Place Critical Review - Journalism Association of Community Colleges
2009
Highest honor for critical review awarded by the Journalism Association of Community Colleges during
Arts & Entertainment Editorship at student newspaper

2012 Dean's List - CSU East Bay Academic Affairs
2012
GPA of 3.8 or higher for eligible terms