

JONATHAN JOHNSON

Program Manager | Operations & Enablement | Performance Optimization

Atlanta, GA (Hybrid / Remote) | jonathan@stack3.tech | <https://stack3.tech>

PROFESSIONAL SUMMARY

Program Manager with 6+ years of experience leading operational programs, enablement initiatives, and performance optimization in fast-paced, metrics-driven environments. Proven ability to design and scale programs end-to-end, align cross-functional stakeholders, and translate performance data into actionable operational improvements. Strong background in training operations, process standardization, and continuous improvement, with foundational technical and cloud fluency supporting modern operations teams.

CORE COMPETENCIES

Program & Project Management • Operations & Process Improvement • Enablement & Training Programs • Performance Metrics, Reporting & Analytics • Cross-Functional Stakeholder Management • Change Management
• Data-Driven Decision Making

PROFESSIONAL EXPERIENCE

Program Manager, Enablement & Operations (Nesting Program)

Ignition (formerly Red Ventures) — Remote | Aug 2023 – Present

- Lead end-to-end onboarding and enablement programs supporting multiple cohorts of new hires through structured training and performance-based transition to production.
- Own program design, execution, performance tracking, and continuous improvement across training and operational phases.
- Build and scale Subject Matter Expert (SME) capability by developing training curriculum, performance standards, and coaching frameworks.
- Established standardized performance metrics and accountability systems tracking conversion, progression, readiness, and attrition risk.
- Partner cross-functionally with trainers, operations leadership, and support teams to ensure alignment on goals, expectations, and execution.
- Analyze performance data to identify trends, diagnose operational gaps, and implement targeted process and coaching improvements.
- Drove measurable improvements in retention and program effectiveness through structured interventions and operational refinements.

Team Lead, Sales Operations

Ignition (formerly Red Ventures) — Remote | Oct 2021 – Aug 2023

- Managed daily operations for distributed teams, focusing on performance management, process adherence, and development planning.
- Conducted regular performance reviews and operational check-ins using quantitative and qualitative metrics.
- Designed and implemented structured coaching methodologies to improve consistency, quality, and execution.
- Collaborated with management to refine workflows, address systemic performance gaps, and scale successful operational practices.

Sales Performance Manager

Red Ventures — Atlanta, GA | Mar 2020 – Oct 2021

- Managed performance operations for sales organization, overseeing analytics, enablement, and revenue optimization initiatives.
- Led recruitment, training, and development programs supporting large-scale sales teams.

- Monitored KPIs and business trends to inform operational strategy and continuous improvement efforts.
- Established performance standards, managed operational cycles, and supported leadership decision-making through data insights.

Sales Professional / Sales Lead

Red Ventures — Atlanta, GA | Jun 2018 – Mar 2020

- Consistently delivered high performance while supporting team coaching, onboarding, and engagement initiatives.
- Selected for leadership and training responsibilities based on performance, communication, and operational discipline.
- Supported compliance, quality standards, and process adherence across team operations.

EDUCATION

Bachelor of Science in Business Administration (Marketing)

Clayton State University — Atlanta, GA

CERTIFICATIONS

AWS Certified AI Practitioner (AIF-C01) — Active

CompTIA Security+ — Active

HONORS & LEADERSHIP

Gem Award Recipient — Top Sales Leader (Q3 & Q4)

Employee Resource Group (ERG) Leadership Team Member

Toastmasters International — Member