

# 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