

# JONATHAN JOHNSON

Program Manager | Operations Leader | Performance Optimization

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## PROFESSIONAL SUMMARY

Results-driven Program Manager with 5+ years of experience building and scaling training operations, managing cross-functional teams, and driving performance through data-driven strategies. Proven track record of developing enablement programs that improve retention, reduce attrition, and optimize team performance. Skilled in process improvement, team development, and leveraging metrics to achieve operational excellence. CompTIA Security+ certified with strong technical acumen.

## CORE COMPETENCIES

- Program Development & Management
- Operations & Process Improvement
- Training & Enablement
- Performance Metrics & Analytics
- Team Leadership & Development
- Stakeholder Management
- Cross-Functional Collaboration
- Change Management

## PROFESSIONAL EXPERIENCE

### Ignition (formerly Red Ventures) - Atlanta, GA

**Nesting Program Manager** | August 2025 - Present

Lead comprehensive onboarding and enablement program for new hires, managing cohorts of 15+ agents through 3-week structured training followed by 3-week performance-based nesting period. Develop and train Subject Matter Experts (SMEs) to scale coaching operations. Drive program improvements focused on retention, performance optimization, and operational efficiency.

- Built and scaled nesting program to onboard 30-40 new hires per quarter, implementing structured training protocols and performance frameworks
- Developed SME training curriculum and coached new team leads on performance management, coaching methodologies, and data-driven decision making
- Improved retention by 3% through targeted interventions, process improvements, and enhanced coaching frameworks
- Established performance metrics and accountability systems, tracking conversion rates, agent progression, and program effectiveness
- Coordinate cross-functional operations with trainers, leadership, and support teams to ensure seamless program execution
- Analyze performance data to identify trends, optimize coaching strategies, and implement continuous improvement initiatives

**Team Lead** | October 2023 - August 2025

Managed daily operations for teams of up to 10 sales professionals, providing coaching, performance feedback, and strategic guidance. Drove team performance through data analysis, process optimization, and individualized development plans.

- Led high-performing team to 25% conversion rate through strategic coaching and performance management

- Conducted daily performance reviews, analyzed call quality metrics, and provided actionable feedback to improve results
- Developed and implemented coaching frameworks based on linear methodology (intro, probing, recommendations, closing, objection handling)
- Collaborated with management to refine processes, address performance gaps, and scale successful strategies across teams

## **Red Ventures - Atlanta, GA**

### **Sales Performance Manager | March 2020 - October 2023**

Managed strategic operations for sales organization, overseeing performance analytics, team development, and revenue optimization. Led recruitment, training, and mentorship initiatives while driving continuous improvement through KPI management and business trend analysis.

- Trained and developed 100+ sales professionals over 3+ years, establishing performance standards and coaching methodologies
- Achieved 122% to quota in FY20 and 104% to quota in FY19, driving \$11.3M and \$9M in revenue respectively
- Monitored and analyzed quantitative metrics to identify performance trends and implement data-driven improvement strategies
- Established objectives, conducted regular team check-ins, and managed month-end and year-end operational processes
- Identified skill gaps and developed comprehensive training plans to address performance deficiencies

### **Sales Professional & Sales Lead | June 2018 - March 2020**

Excelled in sales operations while taking on leadership responsibilities including team coaching, center engagement initiatives, and performance optimization. Strong focus on compliance and operational excellence.

- Ranked top 5 in sales for Q3 and Q4, demonstrating consistent high performance
- Served as Sales Ambassador for recruiting, representing company culture and attracting top talent
- Selected as International Trainer for Q4, delivering training programs across global teams

## **EDUCATION & CERTIFICATIONS**

### **Bachelor of Science in Business Administration, Marketing**

Clayton State University, Atlanta, GA

### **CompTIA Security+ Certified**

## **HONORS & LEADERSHIP**

- Gem Award Recipient - Top Sales Leader Q3 and Q4
- ERG Leadership Team Member
- Toastmasters International Member