

Jonathan Ibrahim



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PROFESSIONAL SUMMARY

Program manager and delivery operator who designs intake, triage, and portfolio systems, then builds the AI systems that run on top of them. Architected company-wide ClickUp infrastructure at two agencies (52 users, 100% adoption inside 60 days at WISE), holding 96% client retention and 91% revenue expansion across a 20-project portfolio at \$80K–\$140K each. Range across development, WordPress, Figma, SEO, and paid media, with Claude Code and adjacent AI tooling built into the delivery stack.

AI compounds when it sits on top of well-built infrastructure, not when it's bolted onto fragmented workflows. JonathanOS and the WISE Content Engine were both built to prove the difference.

PROFESSIONAL EXPERIENCE

Head of Project Management | WISE Digital Partners | Austin, TX (Remote) | February 2025 – April 2026

Led delivery operations coordinating 50+ people across 6 departments and 4 continents for a fully remote digital marketing agency with back-to-back Inc. 5000 placements. Member of EOS leadership team.

- Managed a portfolio of 20 concurrent client website projects (\$80K–\$140K each annually), holding 96% client retention and 91% revenue expansion
- Architected company-wide ClickUp infrastructure supporting 52 users, reaching 100% adoption inside 60 days through structured training and change management
- Authored the ClickUp SOPs and enablement curriculum that sustained adoption across all six departments after the initial rollout
- Product-managed NEST 2.0, the Figma-component-system-into-headless-WordPress platform
- Built a Content Engine in Claude Code that ran kickoff calls through to publish-ready SEO pages with brand-guideline grounding and a human-in-the-loop checkpoint
- Led cross-functional coordination across design, development, content, SEO, and paid media; mentored the Digital Project Manager who managed monthly deliverables

Website Project Manager | The Get Smart Group | Austin, TX (Remote) | March 2022 – February 2025

Built and scaled delivery operations managing portfolio of up to 22 concurrent projects for the pool and hot tub industry's largest builders and global manufacturers. Architected delivery infrastructure, coordinated international contractor teams, and translated company strategy into systematic client results.

- Managed delivery portfolio scaling from 8 to 22 concurrent projects (\$30K average), holding 94% client retention through structured quarterly account reviews and scope discipline
- Architected the entire delivery process and the company-wide ClickUp infrastructure, lifting project profitability approximately 23% through scope management and workflow optimization
- Coordinated international contractor team of 4-6 specialists (scaling to 10 during peak periods) across multiple continents, providing technical direction and hands-on development
- Maintained direct client relationships across the delivery lifecycle, managing scope negotiations, timeline expectations, and technical problem-solving at 89% satisfaction

Web Development Team Lead | The Get Smart Group | Austin, TX (Remote) | August 2020 – March 2022

Led delivery for ~30 projects while building the operational infrastructure that defined how websites were developed at The Get Smart Group. Reported directly to CTO.

- Led delivery of 30-40 websites at 100% completion rate; lifted average Lighthouse scores from 40-50 to 90+ through technical optimization
- Redefined the entire website build process, lifting development efficiency approximately 26%; built project management infrastructure and led the Airtable-to-ClickUp migration
- Led contractor team of 3 developers across multiple time zones, owning hiring, quality, and termination decisions

Founder & CEO | Electrician Metrics | Chicago, IL | January 2019 – August 2020

- Founded and operated digital marketing business managing up to 5 concurrent client projects; built custom WordPress websites, implemented SEO strategies, and managed Google Ads campaigns

KEY PROJECTS

- JonathanOS (2026) — Personal operating system built in Claude Code. Connects an Obsidian knowledge vault, content production pipeline, and a modular skill library, orchestrated by filesystem structure rather than application code. Task layer wired to ClickUp via MCP.
- WISE Content Engine (2026) — 10-skill AI workflow producing publish-ready website copy and SEO content from raw source documents, end-to-end. Runs inside Claude Code with automated QA gates via Python validation scripts. A 12-15 page website ships in a single command.

CORE COMPETENCIES

Program Management | Portfolio Management | Delivery Operations | ClickUp Architecture | Agentic AI Workflow Design | Process Design | EOS Framework | Cross-Functional Leadership | Change Management | Client Relationship Management | Agile/Scrum | WordPress/Elementor Development | SEO Strategy | Figma | AI Tooling (Claude Code)

TECHNICAL PROFICIENCIES

PM Tools: ClickUp, Airtable, Trello, Asana, EOS Framework | Development: WordPress, Elementor, Figma, HTML/CSS, JavaScript, PHP | Marketing: SEMrush, Google Analytics, Search Console, Tag Manager, Google Ads, Rank Math | Automation: Claude Code, ChatGPT (Custom GPTs), Gemini, MCP servers, n8n, Zapier, Make | CRM & Marketing Automation: HubSpot CRM, HubSpot Marketing Hub, ActiveCampaign, Salesforce

EDUCATION & CERTIFICATIONS

Business Administration | Loyola University Chicago | Chicago, IL | 2008-2009
Associate in Science | Joliet Junior College | Joliet, IL | 2011

Professional Certifications:

- Google Project Management Professional Certificate (2025) - 170+ hour specialization
- ClickUp Expert Certification (2024)
- Agile Project Management Certificate - Google (2025)
- Figma UI/UX Design Essentials - Udemy (2026)