

Jonathan Ibrahim



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PROFESSIONAL SUMMARY

Delivery leader building systematic execution frameworks for scaling companies. Manage complex program portfolio of 20 concurrent client projects while coordinating 50+ people across 6 departments and 4 continents. Serve on EOS leadership team translating strategic vision into client results through delivery infrastructure, cross-functional coordination, and technical expertise spanning development, WordPress, Figma, SEO, and paid media. Architected delivery systems at two agencies: built company-wide ClickUp infrastructure, created comprehensive training programs, and established quality standards driving 96% client retention and 91% revenue expansion. Excel at leading sophisticated programs requiring both technical credibility and operational excellence.

PROFESSIONAL EXPERIENCE

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

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

- Manage portfolio of 20 concurrent client projects (\$80K-\$140K contracts annually) achieving 96% client retention and 91% revenue expansion through systematic delivery excellence
- Architected company-wide ClickUp infrastructure supporting 52 users, achieving 100% adoption within 60 days through comprehensive training and change management
- Lead cross-functional coordination across design, development, content, SEO, and paid media; mentor Digital Project Manager managing monthly deliverables
- Designed executive dashboards providing real-time visibility into project progress, resource utilization, and portfolio health

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 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), achieving 94% client retention through systematic delivery excellence
- Architected entire delivery process and company-wide ClickUp infrastructure, improving project profitability approximately 23% through systematic 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
- Pulled into late-stage sales conversations and traveled nationally to industry conventions for business development
- Maintained direct client relationships throughout delivery lifecycle managing scope negotiations, timeline expectations, and technical problem-solving ensuring 89% satisfaction

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

Built delivery infrastructure while managing 30-40 projects. Led global contractor team of 3 developers, reported directly to CTO.

- Led delivery of 30-40 websites achieving 100% completion rate; improved average Lighthouse scores from 40-50 to 90+ through technical optimization
- Redefined entire website build process improving development efficiency approximately 26%; built project management infrastructure and led Airtable to ClickUp migration
- Led global contractor team providing technical direction, quality oversight, and performance management; conducted hiring 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
- Developed custom project management system tracking multiple projects and created repeatable delivery processes, gaining foundational understanding that systematic processes enable scale more than individual execution

CORE COMPETENCIES

Program Management | Portfolio Management | Delivery Operations | Cross-Functional Leadership | Client Relationship Management | ClickUp Architecture | Process Improvement | EOS Framework | Change Management | Agile/Scrum Methodologies | WordPress/Elementor Development | SEO Strategy | Figma

TECHNICAL PROFICIENCIES

PM Tools: ClickUp, Airtable, Trello, Asana, EOS Framework | **Development:** WordPress, Elementor, Figma, HTML/CSS, JavaScript, PHP | **Marketing:** SEMrush, Google Analytics, Google Ads, Rank Math | **Automation:** Claude AI, N8N, Zapier

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)

KEY ACHIEVEMENTS

- Built delivery infrastructure enabling scale from 8 to 22 concurrent projects at The Get Smart Group while maintaining quality standards through systematic process improvement
- Achieved 96% client retention and 91% revenue expansion managing 20 concurrent client relationships across distributed teams spanning 4 continents
- Architected ClickUp systems at two agencies serving 50+ users achieving 100% adoption within 60 days; improved website performance from 40-50 to 90+ average Lighthouse scores