Rodney John

Technical Project Manager | Execution Systems | Reporting Infrastructure | Automation

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SUMMARY

Technical Project Manager specializing in execution systems, operational reporting, and automation that help complex projects run reliably at scale. I design KPI frameworks, standardize reporting across teams, and replace manual tracking processes with centralized dashboards that improve visibility and reduce reporting overhead. My work focuses on strengthening the systems that support delivery so teams can track progress clearly, surface risks early, and execute consistently.

CORE CAPABILITIES

Program & Systems Leadership

- Technical Project Management
- Execution Systems Design
- KPI Framework Architecture
- Operational Reporting Infrastructure
- Dashboard Systems (Google Sheets)
- Cross-Functional Project Delivery
- Stakeholder Management
- Requirements Gathering
- Risk Management
- Change Management

Process & Automation

- Workflow Stabilization
- Process Improvement
- Reporting Process Automation

Tools

- Salesforce Reporting
- Microsoft Excel
- Google Sheets
- Monday.com
- Trello
- Asana

PROFESSIONAL EXPERIENCE

Center for Employment Opportunities (CEO)

Program Performance & Systems Manager
New York, NY | 2014 – 2025

Owned the execution and reporting systems supporting a national nonprofit operating across more than 30 locations and nine regions.

- Led the design and management of execution and reporting systems supporting multi-site workforce programs serving 3,000+ participants annually across multiple locations.
- Designed KPI frameworks and standardized performance reporting across locations, improving visibility into program outcomes and reducing reporting inconsistencies across teams.

- Built centralized dashboard systems that replaced manual tracking processes and reduced reporting preparation time by approximately 40%.
- Introduced targeted automation that reduced repetitive administrative work and shortened reporting update cycles from several hours to minutes.
- Strengthened execution by improving how performance data was structured and surfaced, enabling leadership to identify operational issues earlier and respond faster.

CORE Education

Client Support & Operations Specialist

Jersey City, NJ | 2009 – 2014

- Served as primary contact for school administrators and operational staff during high-volume testing cycles, coordinating issue resolution across internal teams to ensure reliable system performance and on-time delivery.
- Tracked and documented recurring operational issues, identifying patterns tied to internal process gaps and escalating systemic problems for resolution.
- Contributed to improvements in internal documentation and support workflows that reduced response times and recurring service errors.

EDUCATION & CERTIFICATIONS

- Project Management Foundations
- Business Analysis Foundations

INDEPENDENT TECHNICAL WORK

Improvement Roadmap

Program Execution & KPI System | 2026

https://www.improvementroadmap.com

Designed and built a standalone operational performance system that helps teams replace fragmented spreadsheets with a structured KPI and execution tracking framework.

- Designed and built a visual reporting system that enables users to construct operational dashboards by connecting logic blocks instead of writing spreadsheet formulas.
- Developed the system to improve the maintainability of reporting infrastructure by making dashboard logic visible and easier for teams to understand and manage over time.
- Applied operational reporting experience to design a system focused on reliability, clarity, and long-term maintainability of KPI dashboards used for execution tracking.