

# Jonathan Schaefer

Email: [jonschaefer@outlook.com](mailto:jonschaefer@outlook.com) | Mobile: 775.420.1191

Website/Portfolio: <https://www.jonschaefer.net/> | LinkedIn: <https://www.linkedin.com/in/jonscha/>

---

## PROFILE

Senior Program & Project Manager with nearly a decade of experience leading cross-functional teams, integrating complex systems, and delivering large-scale enablement programs. Proven track record in risk and gap assessment, mitigation strategy, and operational workflow automation. Designed and delivered comprehensive training sessions on company systems, empowering team members to perform effectively and maintaining high operational standards. Adept at building dashboards, streamlining processes, and optimizing tools to drive informed decision-making. Recognized as a mentor and corporate content creator who develops executive-level materials that enhance learning, productivity, and stakeholder engagement.

## SKILLS

- |                                    |                                   |                                      |
|------------------------------------|-----------------------------------|--------------------------------------|
| - Program & Project Management     | - Cross-Functional Collaboration  | - Team Mentorship & Leadership       |
| - Corporate Content Creator        | - Vendor Coordination             | - GenAI – Content Creation           |
| - Curriculum & Content Development | - Offshore Team Management        | - Copilot & ChatGPT                  |
| - Training & Enablement            | - Executive Communication         | - Adobe Creative Cloud               |
| - People-first Mindset             | - Change Management               | - Salesforce, Pegasystems, Polaris   |
| - Strategic Planning & Execution   | - Process Management              | - Operational Reporting & Dashboards |
| - Risk & Compliance Assessment     | - Process Improvement             | - Microsoft 365 & Power BI           |
| - Quote-to-cash                    | - Process Optimization/Automation | - Google Workspace & Looker Studio   |
| - RFP, RFI, RFQ, RFX               | - Delivery Excellence             |                                      |
|                                    | - Stakeholder Engagement          |                                      |

## CAREER HISTORY

### Verizon

2015 - 2024

#### Senior Project & Program Manager (2023 – 2024)

Led program and project management for pre-sales operations quote-to-cash RFX opportunities across the Americas, driving quoting strategy, risk assessment, and cross-functional collaboration to streamline workflows, meet deadlines, and achieve strategic goals. Designed and delivered training content, learning resources, documentation, and built dashboards and automated workflows to track operational metrics that increased team efficiency, decision making and onboarding success.

- **Strategic Program Leadership:** Program-level initiatives supporting RFX quoting and pricing strategy in compliance with required SLAs, identifying risks/gaps with mitigation opportunities, and enabling teams with targeted content and documentation.
- **Secured High-Value Contracts:** Participated in a strategic decision-making team that pursued and secured global business deals across the Americas region, cumulating total contract values of up to \$4.7 billion.
- **Content Creation:** Acted as primary content creator and strategist for the organization, developing dynamic slides, data-driven dashboards, and automated workflows that reduced administrative time by up to 40%, and driving informed decisions for contracts totaling up to \$6.1 billion.
- **Mentor, Educator, and Effective Documenter:** Successfully mentored and trained current team members and new hires, fostering skill development and ensuring seamless integration into team operations.

#### Project & Program Manager (2020 - 2023)

Led Americas regions supporting quote-to-cash pre-sales operations for RFX and acted as lead for RFX quoting & risk assessment.

- **Orchestrated Cross-Functional Collaboration:** Directed and coordinated diverse quoting teams to consistently meet stringent RFP deadlines, ensuring precision and alignment with strategic organizational goals.
- **Content Creation:** Acted as primary content creator gathering and organizing content for team documentation, maintained team knowledge bases, procedural documentation, and process training materials ensuring accurate information was available for common tasks and processes.
- **Established Risk Assessment Frameworks:** Pivotal role in designing a comprehensive risk and gap assessment methodology, addressing critical compliance and operational risks associated with Verizon engagements.
- **Championed Team Leadership Initiatives:** Designated team leader, representing peer perspectives, mentoring all team members—including new hires—and driving collaborative efforts to achieve organizational objectives.

#### Program & Project Consultant Management (2016 - 2020)

Managed quote-to-cash quoting and ordering for end-of-month (EOM) activities, ensuring accuracy, speed, and alignment with internal processes to help meet critical revenue and booking deadlines.

- **Facilitated Cross-Functional Collaboration:** Partnered with sales and solution architect teams to optimize ordering approaches, mitigate risks, and streamline processes for improved operational efficiency.
- **Managed Global Team Operations:** Directed a Manila-based quoting team, fostering productivity, accuracy, and alignment with organizational goals through effective leadership and mentorship.
- **Delivered Executive-Level Reporting:** Provided monthly reports for management, detailing headcount requirements, operational challenges, & booking revenue outcomes to support informed decision-making.

#### Associate Solution Architect (2015 - 2016)

Team leader, driving specialized solution architecture tasks within sales operations to support peers throughout the lifecycle of complex deals. Provided direct Solution Architect support for tedious day-to-day needs to solution for active RFx / existing customers.

- **Enhanced Team Proficiency:** Designed and delivered comprehensive training sessions on company systems, empowering team members to perform effectively and maintaining high operational standards.
- **Streamlined Project Coordination:** Led daily task requirement calls, facilitating clear communication, and reported project progress and key updates to management to ensure alignment and accountability.

#### **Vail Resorts - NorthStar California**

**2013 - 2015**

##### PC Technician

Team member providing in person technical support for end-user computers, phone systems and point of sale systems.

#### **Pack Blue Business Services**

**2006 - 2013**

##### IT Consultant

Self-employed IT Consultant supporting Microsoft Office 365 & Google Suites within local Charter/Private Schools in Reno Nevada.

## **EDUCATION**

**Bachelor of Science**, Business Administration with an Emphasis in Business Intelligence, Grand Canyon University

## **VERIZON AWARDS**

- Spotlight Award - Personal Excellence (2017)
- Quality/Process Improvement Award (2023)
- Customer Excellence Award (2020, 2021, 2022, 2024)
- Leadership Award (2024)