

JONATHAN DREKSLER

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PROFESSIONAL SUMMARY

Implementation and customer success professional with a BS in Computer Science and a track record delivering software rollouts, client onboarding, and AI automation. One company-wide rollout reached 100% team adoption; current work is the integrations, data pipelines, and automations that keep systems running after launch.

SKILLS

Implementation: Software Implementation and SDLC | Client Onboarding | User Training and Documentation

Technical and AI: AI Workflow Automation | API Integration | OpenAI, Claude, Zapier and Ollama | Data Validation and Cleanup

Delivery and Customer Success: Project Delivery | Cross-Functional Coordination | Stakeholder Communication | Risk and Issue Management | Process Improvement

EXPERIENCE

Technical Project Manager (Contract) | Sazzco(S8H)

Kenmore, WA | Jan 2026 - Present

- Lead website implementation projects for small business clients in e-commerce and professional services, from requirements gathering through cross-browser testing and deployment
- Built the Sazzco Creations storefront on Shopify, extending the Horizon theme with custom hero, services, and call-to-action sections, a bespoke design system, and storewide palette and typography settings
- Design and deploy AI automation using OpenAI, Claude, Zapier, and local Ollama models, replacing manual document handling, data entry, and reporting with self-running workflows
- Build AI-assisted bookkeeping workflows for transaction entry, account reconciliation, receipt organization, and financial reporting, improving accuracy and expense visibility
- Engineer database validation pipelines to resolve client record discrepancies and improve reporting accuracy
- Standardize file structures and tracking processes to remove repetitive administrative work and reduce errors

Project Manager | Vertical Visual Solutions

Mountlake Terrace, WA | Aug 2024 - Jun 2025

- Led signage installation projects from onsite pre-construction meetings through completion, aligning contractors, schedules, clients, trade partners, and internal teams
- Managed budgets and reconciled project costs, preparing detailed reports and tracking expenses for accuracy and compliance
- Reduced subcontractor delays by standardizing installation scheduling and vendor coordination workflows
- Identified project risks, implemented mitigation plans, and enforced contractual quality standards through inspections and immediate issue resolution

Project Manager (Part-time) | Commode Cappers

Los Angeles, CA | Feb 2021 - Aug 2024

- Led a company-wide software rollout from workflow discovery and system configuration through training, documentation, and adoption tracking, achieving 100% team adoption
- Redesigned production workflows and schedules, increasing output by 15% and shortening production timelines by one week
- Managed inventory, vendor coordination, and workforce scheduling across production and operations projects
- Built and maintained a WordPress e-commerce platform with product listings, integrated payments, and order fulfillment workflows

Office Manager | Supertutor Media, Inc.

Los Angeles, CA | Apr 2019 - Feb 2021

- Managed scheduling, invoicing, and payroll systems, integrating Excel tracking and automated email workflows to improve accuracy and response times
- Resolved unpaid and incorrectly applied payroll tax issues by studying tax requirements and coordinating with external agencies, restoring compliance and avoiding penalties
- Monitored invoices and financial records, detected and reported fraudulent transactions, and prevented thousands of dollars in losses

Office Manager / Customer Service Representative | Retail and Service Employers

California | May 2007 - Apr 2019

- Managed customer needs, resolved service issues, and coordinated staff priorities across retail and service environments
- Trained and onboarded new employees through structured orientation programs and day-to-day guidance

EDUCATION

Bachelor of Science in Computer Science | University of Maryland Global Campus | December 2022