

JONATHAN TON

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WORK EXPERIENCE

MillerKnoll – User Experience Operations Coordinator

Jan 2024 - Present

Promotion from Digital Product Operations Associate

Oct 2022 - Dec 2023

- Owned end-to-end operations for three product-critical platforms (Miro, Figma, Airtable) across a 1,000+ person org; setting governance standards, managing access, and building the tooling infrastructure the product team ran on
- Identified and eliminated \$125K in annual outsourcing costs by auditing UX team workflows end-to-end, then designing and deploying automation systems to replace the manual work; owned discovery, build, and rollout without a dedicated team
- Automated license chargeback reconciliation across international departments by integrating Workday and Airtable, replacing a 3-day manual Excel process with a 2-hour automated workflow; applied across four quarterly true-ups and annual renewals affecting thousands of users
- Leading enterprise AI adoption across Miro, Figma, and Airtable; negotiated vendor DPAs and security agreements required for org approval, and designed a pilot program to measure adoption and time savings ahead of full rollout

Independent Operations Consultant

January 2026 - Present

Beauty & Cosmetics Industry (Confidential Client)

- Designed and implemented a seven-stage client pipeline in HoneyBook for an independent beauty brand — the business's first structured customer journey — reducing payout disputes to zero in the first billing cycle
- Built a cross-platform automation layer connecting HoneyBook, Google Sheets, Zapier, and Make.com, eliminating 100% of manual data entry across client onboarding, contractor assignment, and payment tracking
- Integrated Google Maps API into event logistics workflow to automate contractor-to-location matching, replacing a fully manual lookup process

Titanium Consulting - Partner / Business Operations Manager

Sept 2020 - July 2022

Boutique franchise consulting firm; co-led operations, client growth, and go-to-market strategy

- Built and scaled client acquisition and operations infrastructure from zero — designed and launched a proprietary CRM platform that drove 467% client growth (3 → 17 franchises) in under two years, becoming the primary engine for new business
- Conducted a data-driven analysis of the sales funnel to identify key drop-off points; designed and deployed a targeted marketing automation sequence that improved the lead-to-conversion rate by 60% for top-performing business units, directly impacting revenue.
- Designed and scaled a centralized support ticketing system to serve a growing client base, successfully managing over 1,000 tickets while maintaining a 24-hour response SLA and improving client satisfaction scores.
- Architected and deployed custom Zapier-based workflow automations that integrated cross-functional tech stacks, reducing manual data entry and increasing operational throughput by 40%

EDUCATION

University of Texas at Austin

May 2020

B.S. in Corporate Communications, Minor in Business

SKILLS

- **Product & Operations Management:** Product discovery, workflow automation, process improvement
- **Project Management & Tools:** Jira Software & Service Airtable, Wrike, Smartsheets, Excel, Google Suite
- **User Experience & Integration:** Miro, Figma, Workato, Zapier, SQL
- **Business Analytics & Marketing:** Google Analytics, Google Ads, HubSpot CRM, ActiveCampaign

PROJECTS

- Wax Cabinet (Self-initiated) — Built and deployed a full-stack AI-powered web app (Next.js, Supabase, Claude/Gemini Vision, Discogs API) in a single session with no prior Next.js experience. Used daily.