

JUAN NAVARRO

Austin, Texas | 512-378-3331 | jnaval@gmail.com

SERVICE OPERATIONS | BUSINESS DEVELOPMENT | PROCESS IMPROVEMENT | AI AUTOMATION

PROFESSIONAL SUMMARY

Operations and business leader with 25+ years of experience improving service delivery, building scalable processes, leading teams, and managing complex customer and vendor relationships. Background spans service operations, sales, entrepreneurship, global technology operations, and project management. Strong track record of using process improvement, technology, and AI automation to improve efficiency, accountability, customer experience, and business performance.

CAREER HIGHLIGHTS

\$1M+ Business Built | £10M Global Budget | £1M Vendor Savings | \$500K-\$22M Programs | Global Team Leadership | AI & Workflow Automation

CORE COMPETENCIES

Service Operations • Process Improvement • Customer Experience • Business Development • Vendor & Contractor Management • KPI & Performance Management • Project Management • AI & Workflow Automation • CRM & Pipeline Management • Cost Control • Team Leadership • English / Spanish

PROFESSIONAL EXPERIENCE

SERVICE OPERATIONS

Titan Factory Direct | Austin, TX | 2026–Present

- Manage service and warranty operations for manufactured-home customers, coordinating contractors, vendors, field teams, manufacturers, and customers.
- Coordinate trim-out, HVAC, electrical, plumbing, setup, warranty repairs, inspections, and other post-delivery service activities.
- Manage work orders, schedules, contractor documentation, invoices, photos, receipts, completion requirements, and customer-impacting issues.
- Implement process improvements that strengthen contractor accountability, service visibility, documentation, and customer communication.
- Resolve escalated customer issues by coordinating internal departments and outside service providers through completion.
- Develop AI-assisted tools and workflows to improve service tracking, reporting, communication, and operational efficiency.

BACK OFFICE OPERATIONS & SALES MANAGER

Glass Rehab LLC | Austin, TX | 2024–2026

- Managed scheduling, estimating, procurement, invoicing, vendor coordination, job costing, and field-service support across Austin and San Antonio.
- Developed AI and AppSheet-based workflows for estimating, vendor pricing, scheduling, job tracking, and operational reporting.
- Coordinated technicians, materials, logistics, and installation schedules across multiple active projects.

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PROFESSIONAL EXPERIENCE — CONTINUED

TECHNOLOGY & OPERATIONS CONTRACTOR — PART TIME

CityBit Park & Pay / Bitlocks LLC | Austin, TX | 2024-Present

- Designed and developed a QR-code-based digital parking payment and management platform.
- Generated \$100K+ in revenue while maintaining a 12.9% operating cost structure.
- Built automated workflows for payments, reporting, customer support, and enforcement operations.

OWNER / OPERATOR

East Austin Pizza Kitchen | Austin, TX | 2018-2024

- Founded and scaled a high-volume restaurant to more than \$1M in annual revenue.
- Led a 15-person team while managing operations, staffing, vendors, marketing, financial performance, and customer experience.
- Built operating systems for inventory, scheduling, training, quality control, and performance management.

ARM INC. | 2005-2017

Global Telecom Services Director • Regional Operations Manager • IT Program Manager • IT Applications Manager

- Progressed through increasingly senior leadership roles supporting operations across the United States, United Kingdom, India, and China.
- Directed global telecom services with a £10M operating budget and negotiated approximately £1M in vendor savings.
- Delivered complex infrastructure and data-center programs ranging from \$500K to \$22M.
- Led regional operations, global vendors, technical teams, CRM/web platforms, infrastructure programs, and enterprise service-management initiatives.
- Contributed to award-winning data-center projects recognized with CEEDA Gold and a DCD Innovation Award.

EARLIER CAREER

IT Manager — Keil Software LLC | 2001-2005

Led international IT infrastructure, VOIP implementation, disaster recovery, and operational consolidation.

Software Support Engineer — Microsoft | 1998-2001

Provided Tier-3 enterprise support to Microsoft Premier customers specializing in Exchange Server environments.

Sergeant — United States Marine Corps | 1991-1997

Led avionics maintenance teams supporting UH-1N and AH-1W aircraft. Recognized as Marine of the Quarter.

TECHNOLOGY & BUSINESS TOOLS

AI / GPT • AppSheet • CRM Systems • Workflow Automation • Project Management • HTML/CSS/JavaScript • Web Development • Digital Marketing • SEO & Analytics • Enterprise Infrastructure

EDUCATION & RECOGNITION

Networking Engineering & Management — Computer Learning Center

Noncommissioned Officers School — United States Marine Corps

Avionics Electrical Technical School — United States Marine Corps

CEEDA Gold Award • DCD Innovation Award • U.S. Marine of the Quarter