

# Justin Ryan

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Southern California · 310.465.8228 · [justin@scoreapp.pro](mailto:justin@scoreapp.pro) · [linkedin.com/in/justinrgonek](https://www.linkedin.com/in/justinrgonek)

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## Operations Leader · Systems Builder · High-Trust Generalist

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I build the systems that make organizations run — and fix the ones that don't. Across fifteen years of B2B account management, regional operations, executive advisory, product development, and compliance work, the pattern is consistent: I walk into complex, broken, or rapidly growing organizations, identify what isn't working at the structural level, and build the architecture to fix it permanently. Not the symptoms. The root cause.

My toolkit spans both sides of the operator-technologist line. I run production AI infrastructure, shipped an iOS application in 90 days, and manage a \$50K/year automated e-commerce operation I built from scratch. That technical depth changes the conversations I can have with engineering teams, vendors, and executives — I understand what the tools actually do, not what the sales deck claims.

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## Professional Experience

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### Avenor · Remote — West Coast & Southwest

**Regional Director of Operations** | Feb 2025 – Present

- Reduced regional operational overhead 25% by implementing a Chief of Staff governance model — automated context-continuity protocols and structured handoffs across a distributed engineering workforce

- Serve as the primary operational hub for all West Coast and Southwest field activity for a global IT consulting firm delivering enterprise, NGO, and government software across 35+ countries
- Coordinate cross-functional dependencies between distributed engineering teams and Brooklyn HQ to ensure on-time delivery across 180+ simultaneous software implementations — firm maintains a 97% client retention rate
- Manage vendor coordination, site logistics, and multi-state scheduling for distributed teams operating across multiple concurrent client engagements

## **Tangle Trove • Remote**

### **Founder & Operations Architect | 2020 – Present**

- Engineered an end-to-end automated pipeline — sourcing, identification, valuation, listing, fulfillment — generating \$50,000 in annual revenue with a 75% reduction in manual processing time
- Built a multi-LLM image identification pipeline with cost-optimized model routing, achieving 99.5% categorization accuracy across 5,000+ unique inventory items
- Designed an ML-based warehouse management system using positional vectors and photo context, reducing lost-item rate to near zero in a high-volume environment
- Reverse-engineered marketplace APIs to build a centralized cross-platform listing engine that increased inventory turnover 30% through multi-channel exposure

## **Score. • iOS & watchOS Application**

### **Technical Product Manager | 2026 — 90-Day Lifecycle**

- Directed the full product lifecycle from architectural design through App Store submission within a strict 90-day window; coordinated engineering, QA, and compliance as product owner
- Defined and managed 15+ custom Swift service specifications, including an on-device OCR engine and a cost-of-capital analysis engine delivering enterprise-grade financial tools to individual users

- Implemented a dual-AI processing pipeline with mandatory PII scrubbing, balancing on-device performance against cloud reasoning depth based on confidence thresholds

## **Freelance Consulting & IT · Remote**

### **Project Manager, Operations Consultant & Software Developer | 2016 – Present**

- Operations consulting and project management across multiple clients and industries — scoping requirements, building internal tools, designing process frameworks, and delivering implementations end-to-end
- Content atomization pipelines converting raw recordings, documents, and media into optimized, platform-specific distribution assets at scale; deployed across multiple client engagements
- Embedded as technical advisor and operator simultaneously: spoke to executives about strategy, then built the actual system — no handoff gap between design and delivery

## **T-Mobile · Los Angeles, CA**

### **Sales Lead & Business Sales | 2014 – 2021**

- Managed a direct-to-business portfolio of 100+ active accounts across diverse industries; consistently achieved 20% annual client base growth through consultative selling and proactive relationship management
- Received the Lowest Account Turnover recognition three consecutive years; built structured client health check protocols that identified churn risk before it became churn
- Trained and mentored 15+ new sales representatives; redesigned onboarding protocols and reduced ramp-to-productivity time by 30%
- Rebuilt store-level auditing procedures, reducing inventory shrinkage by 10% and improving regional compliance
- Contributed to a 15% increase in annual store revenue through floor operations management and high-stakes customer de-escalation

## **UHNW Advisory & Executive Operations · Los Angeles, CA**

**Chief of Staff / Tech Advisor** | 2004 – 2014

Multi-year direct engagements with ultra-high-net-worth principals in aerospace/defense, entertainment, private equity, and Qualcomm-adjacent family offices.

- Served as primary chief of staff, operational fixer, and technology advisor; managed 15+ vendor relationships, coordinated external specialists, and maintained operational continuity for principals with zero tolerance for disruption
- Prevented an executive-level crisis by conducting a predictive reverse-logistics audit of 500+ untagged, high-value assets under extreme time pressure — zero errors, delivered on deadline
- Designed and deployed residential automation systems in the mid-2000s, pioneering practical IoT for UHNW environments before smart-home platforms existed
- Translated complex technical strategy into actionable executive decisions for principals across aerospace, media, and finance

*Clients include: John B. Platt (Broadway producer, ~10-year engagement), Nazarian family (Qualcomm-adjacent), McMahon household, additional engagements available on request.*

### **Additional Experience**

**Joelle Jarvis · Las Vegas, NV** — Property Manager (2011–2014): Managed 5-property portfolio with 100% tenant satisfaction; reduced annual operating expenses \$15K+ through vendor audits and tax incentive leveraging.

**Tony Robbins / Mark Victor Hansen Productions · Las Vegas, NV** — Advance Event Operations Lead (2011–2014): Planned and executed dozens of large-scale events from procurement through teardown; 100% budget adherence across all productions.

**C&O Cucina · Venice, CA** — Forensic Auditor (2010–2011): Conducted a five-year audit of daily financial records, uncovered thousands in fraudulent expenses, and designed the compliance framework that prevented recurrence.

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## Technical Skills & Platforms

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**Project Management & Collaboration:** Jira, Asana, Trello, Notion, Slack, Microsoft Teams, Google Workspace, Confluence

**CRM & Customer Success:** Salesforce (Admin level), Zendesk, HubSpot, pipeline management, churn analysis, lifecycle management

**Automation & AI:** n8n, Zapier, multi-agent orchestration, LLM API integration (Claude, Gemini, OpenAI), prompt engineering, agentic workflow design, MCP server development

**Data & Analytics:** Advanced Excel (Pivot Tables, Power Query), Google Sheets, SQL (basic), sales analytics

**Infrastructure & Development:** Python (automation scripting), Bash, Docker, SSH, Git, Tailscale, Syncthing, systemd, GCP, Firebase

**Compliance & Auditing:** Financial forensics, regulatory documentation, SOPs, inventory control frameworks, CITES/federal agency liaison

**Languages:** Latin (6 years), Arabic (2 years), French (conversational)

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## Education & Certifications

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- **Associate of Arts** | Santa Monica College (2011)
- **High School Diploma** | Crossroads School for Arts and Sciences (2007)
- **Certified Sales Professional (CSP)**
- **Google Data Analytics Professional Certificate**
- **Advanced Fraud Detection and Prevention Training**
- **25+ Professional Certifications** spanning operations, project management, sales leadership, compliance, software development, and regulatory frameworks