

JONATHAN MALCHOW VEGA

(469) 274-1993 | jonathanmalchowvega@gmail.com

linkedin.com/in/jonathanmalchowvega | jonathanmalchowvega.com | English/Spanish bilingual

OPERATIONS | IMPLEMENTATION | CUSTOMER SUCCESS | PROGRAM MANAGEMENT

SUMMARY

Operations and client-delivery leader with experience running complex portfolios, implementing systems, standardizing workflows, managing vendors and stakeholders, improving customer experience, and growing revenue. Combines hands-on operations and business development with an MSLIS foundation in information organization, documentation, databases, and governance. Strong fit for implementation, customer success, program/project, operations, account-management, and consultative client roles.

CORE COMPETENCIES

Operations leadership • Implementation • Customer success • Program coordination • Project management • Stakeholder management • Change management • Business development • Vendor management • Process improvement • Reporting • CRM/POS • UAT • Documentation • Training • Advanced Excel

PROFESSIONAL EXPERIENCE

Owner and Operator | SpeedQueen Laundry | December 2023–Present

- Manage customer service, local outreach, CRM/POS records, recurring-client workflows, vendors, inventory, web presence, and quality control.
- Use service and customer data to structure follow-up, delivery, issue resolution, and daily operating priorities.

Director of Operations and Business Development | Property Management One | 2015–2021

- Governed records, reporting, vendors, budgets, compliance, and stakeholder communications across 140 properties and 2,200 units.
- Translated CC&Rs, bylaws, board decisions, elections, minutes, reserve planning, and compliance obligations into documented processes and audit trails.
- Implemented Appfolio as a system of record with role-based access, reporting workflows, data standards, UAT, documentation, and adoption.
- Maintained continuity during COVID-19 by interpreting changing guidance, documenting decisions, communicating policy shifts, and adapting procedures.
- Expanded the managed portfolio 25% through client development and strategic partnerships.

Director of Operations and E-Commerce | MindinMotion | 2015–2021 (concurrent with Property Management One)

- Governed product categorization, naming, grouping, attributes, and channel-ready catalog information across multiple apparel lines.
- Led a Shopify-to-QuickBooks migration, normalized product and transaction data, restructured workflows, and recovered 40 hours per week of operational labor.
- Connected category structure, assortment planning, supplier data, and customer behavior with approximately \$500,000 in annual revenue.

Store Manager | Forever 21, Plano, TX | 2013–2014

- Increased revenue 30% in six months through merchandising, conversion analysis, staffing, product grouping, and customer-flow improvements.

Assistant Business Manager | Alliance Residential Company | 2010–2013

- Managed leasing pipeline reporting, weekly KPI reviews, expense controls, resident data, and capital-improvement tracking; closed 15+ leases per month and reduced operating costs 12%.
- Named Assistant Business Manager of the Year (2012) among 550 colleagues.

EDUCATION

- Master of Science in Library and Information Science (MSLIS), Archives Management, Simmons University, 2024–2026 (conferred May 2026).

- Master of Liberal Arts in Extension Studies, History, Harvard Extension School, 2025–2027 (in progress; expected Spring 2027).
- Bachelor of Liberal Arts in Extension Studies, History, with a minor in Finance, cum laude, Harvard Extension School, 2021–2024 (conferred March 2024).

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- MIT xPRO Professional Certificate in Advanced Analytics with AI, ML, and Data Science (enrolled).
- IAPP Artificial Intelligence Governance Professional (AIGP): candidate, preparation in progress.
- Taxonomy Boot Camp London 2026, Certificate of Attendance; SQL Certificate, LinkedIn Learning; TESOL Certificate, Massachusetts Bay Community College.

PROFESSIONAL AFFILIATIONS

International Society for Knowledge Organization (ISKO) • International Association of Privacy Professionals (IAPP)