

ISIAH DANIEL PEREZ

PROJECT MANAGEMENT

CONTACT

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SKILLS

- * Account Management & Client Delivery
- * Project Planning & Process Improvement
- * Social Media Management, Marketing & Content Creation
- * Relationship Building & Stakeholder Engagement
- * Credentialing & Compliance Coordination
- * Web Administration & Site Optimization
- * Team Leadership & Training
- * Property Listing Management
- * Copywriting & SEO for Digital Platforms
- * Workflow Automation (ClickUp, GHL, Zapier, Notion, Airtable, etc.)
- * Client Delivery & Customer Support
- * Sales & Marketing Strategy Development
- * Recruitment & Onboarding
- * CRM & Client Database Management
- * Event & Schedule Coordination
- * Administrative Support
- * Email Management (ActiveCampaign, Klaviyo, Stripo)

PROFILE

Dynamic leader with 5+ years in account, project, and recruitment and operations management across marketing agency and healthcare sectors. Expert at harnessing digital tools and data insights to optimize workflows, enhance candidate experiences, and deliver high-impact projects. Proven track record in building cohesive teams, nurturing stakeholder relationships, and applying agile practices for measurable business growth in 2025.

EXPERIENCE

Project Manager & Agency Operations

First Ascent Design — Wilmington, DE

May 2024 – July 2025

- Coordinated cross-functional teams to deliver 15+ projects on schedule, managing timelines, budgets, and resource allocation.
- Streamlined project workflows by implementing Asana and Airtable dashboards, reducing task bottlenecks by 30%.
- Liaised between clients, designers, developers, and leadership to ensure clear communication and alignment throughout project lifecycles.
- Managed daily operations: client communications, scheduling, database maintenance, invoicing, and reporting.
- Analyzed workflows, recommended process improvements, documented procedures, and ensured team adherence.
- Supported social media management using Agorapulse, creating graphics and copy in tools like Stripo, Handling email management in Klaviyo and tracking engagement metrics in GA4.
- Maintained and managed agency and client websites, building and editing pages in WordPress, collaborating on designs in Figma,

EDUCATION

M.B.A. (Online)

Asian Institute of Management
Manila, Philippines

Jun 2024 – Present

B.S. in Tourism Management
Polytechnic University of the
Philippines — Santa Mesa, Manila

Jun 2014 – May 2018

CERTIFICATIONS

* Project Management Certificate
(Microsoft & LinkedIn, Nov 2023),
Career Essentials in Project
Management (Microsoft), and 15-
Hour Project Management Study
(Microsoft Certified Exam)

* Klaviyo Product Certification

* Clickup Expert Certificate

* Google Analytics Certification
(GA4)

* Hubspot Marketing and Sales
Software Certified

* Lean Six Sigma White Belt
Certification – Six Sigma PH

* Agile Scrum Master Certificate -
Simplilearn

performing audits, and coordinating feature requests through project management tools and documentation in Google Workspace and MS 365. Processed payments and managed financial transactions via Stripe, ensuring accurate records in QuickBooks.

- Provided high-level administrative support to the agency president, managing his calendar, meetings, travel arrangements, email communications, and invoice processing to ensure smooth day-to-day operations.

Project and Operations Manager

Sheehan Locksmiths — Perth, Western Australia

Oct 2020 – Present

- Scheduled and coordinated locksmith jobs, ensuring technician deployment aligned with client urgency, geographic efficiency, and strategic service priorities.
- Acted as the communication bridge between field staff, customers, suppliers, and management to ensure seamless daily service operations.
- Managed last-minute changes, urgent callouts, and scheduling conflicts while maintaining service commitments.
- Monitored key performance metrics (response times, completion rates, customer feedback) to identify and implement service improvements.
- Assisted management in analyzing high-demand service areas to optimize technician routes and resource allocation.
- Tracked cost efficiency and generated reports to support decisions on service priorities and ROI.
- Maintained a live inventory tracker for locks, keys, digital security devices, tools, and vehicle stock.
- Oversaw check-in/check-out of tools and equipment, ensuring timely maintenance and replacements.
- Coordinated supplier orders to maintain optimal stock levels and avoid over-ordering.

- Prepared and issued invoices, recorded transactions, and reconciled daily payments in the accounting system.
- Supported expense tracking for vehicles, tools, and emergency service jobs, ensuring accurate reconciliation of operational costs.
- Provided clear service estimates and transparent pricing prior to job commencement.
- Followed up on completed jobs to ensure client satisfaction and promptly resolved any service concerns.
- Maintained compliance by keeping technician licenses, insurance, and police clearance records up to date.

Credentialing Lead | Healthcare Account Manager
Mindlance Health — Union, NJ

Oct 2021 – Apr 2024

- Processed compliance documents (background checks, references) and performed primary source verifications via Nexus.
- Served as team POC: monitored tasks, attendance, and productivity; trained and onboarded new hires.
- Developed comprehensive account plans: identified key relationships, revenue opportunities, and risk mitigation strategies.
- Acted as main client liaison: handled inquiries across ATS and VMS platforms, maintained status updates, and collaborated cross-functionally.
- Built and maintained strong client relationships, consistently identifying upsell opportunities and ensuring satisfaction.

Talent Acquisition Specialist
Quest Diagnostics — Secaucus, NJ

Apr 2021 – Oct 2021

- Reviewed applicant submissions, sourced candidates via Boolean search, and executed targeted email and mobile campaigns.

- Scheduled and conducted phone interviews, documented responses, and screened candidates based on position requirements.
- Created and posted job content on social media; tracked performance metrics.
- Provided market and salary research, updated candidate statuses, and supported administrative recruitment tasks.

Senior Healthcare Recruiter | Compliance Coordinator
AMN Healthcare — San Diego, CA

May 2018 – Dec 2020

- Communicated job order updates, submittals, and onboarding progress to clients and candidates.
- Sourced candidates via multiple channels; utilized innovative techniques to identify hard-to-find talent.
- Managed government-mandated form verification; performed background check adjudication and uploaded documents to CRM.
- Created and published social media content for open positions; analyzed engagement and recruitment analytics.