

Jonathan R. Santana, LSSBB, CSM

Operations and Program Management Executive

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EXECUTIVE SUMMARY

Operations and program leader with 20+ years of experience driving execution across complex, distributed environments. Brings expertise in process optimization, vendor coordination, implementation management, and executive reporting.

Known for converting strategy into measurable outcomes, aligning cross-functional teams, and delivering under tight operational constraints.

BUSINESS IMPACT

- Led multi-site implementations: 125 SDUS, 50 SIPS, and 450 Smart Package Locker deployments.
- Supported high-value portfolios with more than \$1.2B in program and contract support.
- Helped drive \$427M in transportation contract awards and major procurement consolidation initiatives.
- Directed weekly executive briefings and stakeholder updates in high-visibility delivery programs.

PROFESSIONAL EXPERIENCE

Excelsior Consulting Services, LLC - President/CEO

Mar 2022 - Present

- Owns strategy and execution across client delivery, operations, and service quality.
- Leads consulting engagements spanning program management, acquisition support, and operational improvement.

MBA Consulting Services (USPS) - Project/Program Manager III

Sep 2021 - Present

- Leads implementation orchestration among suppliers, internal customers, engineering, and PMO teams.
- Manages delivery readiness, risk tracking, and execution cadence for national rollout programs.

MBA Consulting Services (USPS) - Senior Purchasing Specialist

Jan 2018 - Nov 2020

- Supported sourcing strategy, pricing analysis, award recommendations, and timeline governance.

Prior Operations and Acquisition Roles - Federal and Local Government

2002 - 2021

- Experience across USAID, GSA, NOAA, NARA, ACC-APG, VA, and Miami-Dade procurement operations.

CORE COMPETENCIES

- Program and project leadership at scale
- Operational excellence and process improvement
- Cross-functional stakeholder and vendor management
- Portfolio reporting, risk tracking, and delivery governance
- Contract lifecycle support and procurement operations

CERTIFICATIONS

- Lean Six Sigma Black Belt, Green Belt, Yellow Belt
- Certified Scrum Master
- DAU Contracting Level I

TECHNOLOGY AND SYSTEMS

GLAAS, TCSS, EASi, C.Suite, PRISM, PD2, WAWF, FPDS-NG, CPARS, PPIRS, Ethos, TrueView, ETK, Microsoft Office.

LEADERSHIP AND SERVICE

- Executive Board Member, The Capital Market
- Co-Director, Membership and Engagement, HCCPG
- U.S. Air Force veteran; former warranted Contingency Contracting Officer

EDUCATION

- B.S. in Business Administration (in progress)

LINKS

LinkedIn: [linkedin.com/in/jsantana](https://www.linkedin.com/in/jsantana)

Company: [excelsiorcs.com](https://www.excelsiorcs.com)

Website: [jonathansantana.co](https://www.jonathansantana.co)