

Jason Treacy

Technical Delivery, Business Systems & Applied AI Operations

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Brooklyn, NY | Open to NYC hybrid or remote

Technical delivery and business-systems lead who turns ambiguous operational needs into scoped, tested systems. Owns client relationships, scoping, and offshore delivery across eight Salesforce organizations and administers an enterprise pharma org inside Omnicom Health. Builds and runs Olympus, an independent AI agent system with clear permission rules, logging, and testing. Notion Certified Admin, three-time Salesforce certified, daily Claude Code, Codex, and MCP user.

Technical program delivery | Business systems analysis | Launch and product operations | Agent workflows and evaluation | Requirements and scoping | Distributed team coordination

Professional Experience

Various Innovations

Jun 2025 - Present

Product Delivery Team Manager

- Own client relationships and delivery across eight Salesforce organizations, translating operational needs into scoped projects, custom solutions, and ongoing improvements.
- Define scope for nearly all project work, including requirements, acceptance criteria, and effort estimates; delegate implementation to offshore developers and resolve technical and business ambiguity.
- Run daily scrums, prioritize competing workstreams, and clear blockers across development, QA, and client stakeholders; align delivery commitments with budgets and team capacity.
- Helped establish more consistent ticket throughput and clear delivery bottlenecks, enabling the CEO to shift time from task execution to customer engagement.
- Built scoping, QA, and triage views in Asana that set acceptance criteria before work ships, and Claude Code helpers that draft scopes and run sandbox QA while Asana and production stay read-only.

Snow Companies | Omnicom Health

Dec 2024 - Present

Senior Salesforce Administrator & Compliance Analyst (joined via YuzuZest, an IPG Health company)

- Administer a large, long-standing enterprise pharma patient-engagement org with extensive API integrations and custom code across Sales Cloud, Experience Cloud, and Digital Engagement; carried the role through the IPG Health merger into Omnicom.
- Translate marketing, legal, compliance, and IT requirements into workflows, integrations, reporting, and role-based data separation between brands; own lead-capture integrations such as Meta lead-ad intake into Salesforce.
- Deliver through a ServiceNow ticket queue and a Copado sandbox-to-production release process; documented SOPs for brand onboarding, deployments, and user lifecycle, and train colleagues on them.

Applied AI Product Development

Olympus

2026 - Present

Independent Project | Product Direction, Agent Operations, and AI-Assisted Development

- Designed and run a personal AI agent system across two Macs that handles email triage, meeting capture, task follow-up, and a Notion and Obsidian knowledge base, with a 24/7 agent reachable by iMessage and a private iPhone voice-assistant prototype.
- Set the operating rules every agent follows: client and external systems are read-only, Salesforce changes go only to sandboxes, permissions are enforced by tooling rather than prompt wording, writes are checked after the fact, and unclear instructions are flagged instead of acted on.
- Hardened the email workflow so actions are logged, retried safely, and held for review when uncertain, and tested it against real historical mail before trusting it.
- Reviewed how the system was using different AI models and changed model routing and context handling to control cost and improve reliability; built the Notion side, including teamspaces, MCP access, automations, and nightly backups with a tested restore.

Additional Professional Experience

JLT Consulting

Jul 2023 - Present

Founder & Principal Consultant

- Own discovery, solution design, implementation, and optimization for healthcare, nonprofit, and growing business clients, aligning systems with operational needs.
- Integrate Salesforce with CallTrackingMetrics, Google Ads, Microsoft 365, and Power Automate to support lead intake, routing, attribution, and reporting.

Caron Treatment Centers

Aug 2022 - Dec 2024

Salesforce Administrator & Data Analyst

- Primary Salesforce administrator for 40+ users; built Flow automation, custom objects, and leadership dashboards on Nonprofit Success Pack and managed data imports, exports, and quality controls.

Caesar Capital Consulting

Dec 2020 - Aug 2022

Director of Business Development & Salesforce Administrator | Jun 2021 - Aug 2022

Admissions Supervisor | Dec 2020 - Jun 2021

- Led call center operations, hiring, onboarding, and training; improved Salesforce workflows, integrations, data quality, and reporting to support admissions and business development.

Banyan Treatment Centers

Jul 2017 - Dec 2020

Admissions Coordinator

Education and Certifications

Florida Atlantic University: BA, Communication and Media Studies, 2022

Minor in Business Administration | Cum Laude

Salesforce: Certified Platform App Builder (2026); Certified Advanced Administrator (2023); Certified Administrator (2022)

Operations platforms: Notion Certified Admin; Asana Administrator Certificate; Asana Workflow Specialist Certificate; 1Password Business Admin Certification (all 2026)

Tools and Technical Context

Business systems: Salesforce (Sales Cloud, Experience Cloud, Digital Engagement, Flow, SFDX and Copado deploys), Asana, Notion, ServiceNow, Power Automate, CallTrackingMetrics, Microsoft 365, Google Workspace; API integrations, dashboards, process documentation, data governance.

Applied AI and engineering: Claude Code, Codex, MCP servers (Notion, Asana, screenpipe), OpenAI Realtime, Cloudflare Workers, Node.js, Python, SQLite, git/GitHub, Obsidian, Littlebird; testing, logging, and backup and restore verification.