

Jake Lowe, PMP, MBA

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Tustin, CA, United States of America

Overview

Program Manager with over a decade of experience in fleet and logistics management, specializing in designing service delivery programs to enhance customer satisfaction. Directed operations across three international markets, contributing to over \$25M program revenue. Skilled in stakeholder relationship management and process optimization, with a strong background in project management and business analysis, aiming to drive strategic goals.

Work Experience

Qmerit ▪ Greater Los Angeles, California, United States

Director, Program Operations: Fleet and Europe

05/2024- Present

- Delivered residential electrical services to three international markets, including the launch of a new service market in the UK, enhancing service delivery programs tailored to customer needs.
- Forged strategic partnerships with major Fleet Management Companies and EV OEM manufacturers, facilitating team collaboration and resource negotiation to drive program growth.
- Supported business case development and user acceptance testing for software features used by over 1,300 electrical contractors, ensuring satisfaction and retention.

Qmerit

Fleet Program Operations Manager

04/2022 – 04/2024

- Oversaw configuration and implementation of over 60 electrification services programs, managing thousands of residential electrical projects to install Level 2 AC home chargers.
- Led the growth and service delivery for Fleet Management vertical markets across North America, collaborating with industry-leading FMC, EVSE, and OEM clients.

ZipTire ▪ Los Angeles, California, United States

Operations Manager

03/2021 – 04/2022

- Planned daily final-mile service routes and dispatched technicians in a lean startup environment, achieving over 23k miles of successful mobile appointments in a coverage area of approximately 4700 square miles.

United States Army Reserve ▪ Multiple Locations

Nuclear Biological and Chemical Defence Operations Manager

02/2015 – 12/2020

- Supervised 75+ personnel, dispatched 20+ trucks monthly for convoys and maintenance, and supervised monthly inventory of \$42 million in equipment with zero losses.

Williams-Sonoma, Inc. ▪ Pomona, California, United States

Distribution Center Operations Manager

09/2015 – 11/2016

U.S. Army ▪ Ft Carson, CO, Afghanistan & Varius Locations

Nuclear Biological and Chemical Defense Program Manager

04/2010 – 11/2014

Education

MBA: Syracuse University - Martin J. Whitman School of Management

BA: Political Science, California State University-San Bernardino

Volunteering

Project Management Institute - Director of Military Outreach, OC Chapter

U.S. Coast Guard Auxiliary - Auxiliary Flotilla Staff Officer

Knights of Columbus - Past Grand Knight