Jason B. Smith

Operations and Manufacturing Leader | P&L, ERP Implementation, Production, Process Improvement | Former General Manager

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PROFESSIONAL SUMMARY

Operations leader who became General Manager of a 72-person custom electronics manufacturing operation with P&L of over $50M a year at age 27, after rising from inside sales through sales management and manufacturing management in five years. Led a three-month Microsoft Dynamics NAV ERP implementation that let a new owner operate from day one, then the transfer of production to Mexico and an orderly site closure. Later founded and ran a retail, e-commerce and garment-decoration business and a healthcare data company sold in December 2025. Writes the reports, integrations and automation an operation needs himself, most recently data pipelines and AI agents that run routine work with a person approving key decisions.

CORE SKILLS

Operations leadership: P&L management, manufacturing operations, production planning, quality control, warehouse and inventory management, supply chain, plant transition, cross-functional team leadership

Business systems: ERP and MRP implementation (Microsoft Dynamics NAV / Navision, Microsoft Dynamics GP), EDI, point-of-sale, e-commerce platforms, CRM, systems integration, process improvement, reporting and dashboards

Data and analytics: SQL, PostgreSQL, data pipelines, ETL, data quality monitoring, business intelligence, KPI dashboards, Google Cloud (Cloud Run, Cloud Storage)

AI and automation: AI agents, workflow automation, business process automation, large language model APIs (OpenAI, Anthropic Claude), human-in-the-loop approval workflows

Software development: TypeScript, React, Python, VB.NET, VBA, REST APIs, AI-assisted development

PROFESSIONAL EXPERIENCE

Founder and Principal, SCAIL LLC

Vancouver, WA | December 2025 – Present

SCAIL (scale + AI) is my own company, holding the software and data ventures I have built since selling Audience Synergy and my project work for other companies. All software was built by me using AI coding tools.

- Designed and built an audience data business that runs on AI agents with human approval at key decisions, including a data pipeline processing 300M+ records a day with automated quality checks and alerting.
- Built the owner dashboards, monitoring and alerting that let one person run research, data operations, marketplace distribution, outbound sales and billing in 5 to 10 hours a month.
- Launched a catalog of over 1,000 products across major advertising platforms and reached profitability within nine months without outside capital.

Founder and CEO, Audience Synergy, LLC (acquired December 2025)

March 2016 – December 2025

Healthcare data and programmatic media company. Bootstrapped, profitable, and sold to private buyers.

- Grew revenue to $1.7M with 35%+ net margins over ten years, with no outside capital, a contractor team of up to 10 and no full-time hires.
- Stayed profitable every year after losing the largest client in 2022, because overhead was variable and partnerships were revenue-share.
- Personally built the database, the import and cleaning code, partner integrations, audience delivery to Meta, and the automation that kept marketplace audiences current.
- Retained by the new owners as transition consultant through September 2026 to hand over data assets, platform relationships and operations.

Founder and President, NW Scrubs, Inc.

Portland, OR | October 2007 – February 2016

Medical uniform business spanning e-commerce, three retail stores and custom garment decoration. Peak revenue $2.8M with about 16 staff.

- Opened and operated three retail locations, a warehouse and an embroidery production facility, and grew online sales to over $1.6M a year.
- Managed the production and warehouse team for embroidery and group-uniform orders, about 20% of revenue, serving hospitals, clinics and schools.
- Implemented Microsoft Dynamics GP and the company's MRP and point-of-sale systems myself, and wrote custom applications that automated most repetitive work.
- Wrote the multi-store point-of-sale and inventory system (Access and VBA front end, shared SQL back end) with min/max EDI replenishment across five vendors.
- Coded the drop-ship e-commerce site in VB.NET with daily vendor catalog and availability sync, EDI ordering, and integration with Microsoft Dynamics GP.

General Manager, RAD Technologies

Hillsboro, OR | July 2004 – December 2006

RAD acquired the custom manufacturing division of Arrow Electronics. Promoted from Manufacturing Manager to VP of Manufacturing to General Manager.

- Held P&L responsibility at age 27 for over $50M a year and 72 people across sales, purchasing, engineering, production, quality and warehouse.
- Directly supervised the department managers for engineering, sales, manufacturing, materials, procurement, quality assurance and new product introduction.
- Led the facility's Microsoft Dynamics NAV (Navision) ERP implementation for about 30 users in three months, replacing a terminal-based system, so the new owner could operate from day one.
- Served as primary contact with the ERP consultants, customized forms, fields and production-stage workflows, and kept order processing and financial data intact through the migration.
- Drove initiatives in efficiency, quality improvement, inventory shrinkage reduction and process documentation.
- Led the transfer of production to Mexico and the orderly closure of the local facility.

Manufacturing Manager, Arrow Electronics

Hillsboro, OR | January 2001 – July 2004

Custom cable and electromechanical assembly for original equipment manufacturers. Promoted from Inside Sales to Sales Manager to Manufacturing Manager.

- As Manufacturing Manager, ran materials, engineering, scheduling and production, and improved the work order documentation process.
- Worked with key customers to approve process changes that sharply reduced cost while holding quality and performance standards.
- Managed a sales team of 8 inside and 3 outside representatives, then production, warehouse, quality control and engineering.
- As account manager for InFocus, the largest customer, grew the account from $10M to over $20M a year in 18 months and won a company sales award.
- Built reporting that flagged part shortages well in advance, and negotiated price and delivery directly with suppliers in Japan and Singapore.
- Taught myself the legacy system's programming language and wrote sales and purchasing reports that saved thousands of hours of manual lookup on lead times and build capacity.

EDUCATION

Bachelor of Science in Business Administration (BSBA), Marketing, University of Delaware. Coursework included two years of mechanical engineering study.