

Jonathan Castillo

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Project Coordination | Operations and Administrative Support

Coordination professional with experience managing schedules, vendor logistics, travel, purchasing, payroll paperwork and cross-department follow-up across film and television projects. Builds practical trackers, maintains accurate records and follows issues through resolution. Additional experience includes client onboarding, training new representatives and improving administrative workflows with Airtable and AI tools.

Scheduling and logistics; action-item tracking; onboarding paperwork; purchasing and invoice review; payroll support; records and document control.

COORDINATION EXPERIENCE

Project-Based Assignments | Film & Television Productions

Aug 2017–Mar 2026 | Atlanta, GA

Film and television projects in coordination, production management, production support and props.

Selected credits

Production Coordinator - Design on a Dime, HGTV reboot | Mar 2026

Clearance Coordinator - Free Bert | Apr–Aug 2025

Production Supervisor - The Curse of Lizzie Borden | 2021

Unit Production Manager - Peace in the Valley | 2020

Production Office Coordinator - A Week Away | 2019

Across coordination and management assignments

- Maintained production schedules and call sheets; coordinated staffing, travel, hotels, catering, equipment rentals and deliveries.
- Built shared crew, purchasing and task trackers; followed action owners and deadlines, reported progress and resolved crew/vendor issues.
- Managed production onboarding paperwork, contracts, releases and clearance records; followed up on signatures and corrections, organized shared files and prepared wrap documents.
- Compared vendor bids, tracked budgets and prepared purchase orders. Reviewed invoices, expenses and timesheets; submitted payroll and resolved pay issues.
- Made contingency plans for delays, cancellations and shortages; assigned priorities and escalated decisions when needed.
- On Free Bert, used Codex to help build a request website connected to Airtable and Gmail. Automated outgoing emails and department notifications, with manual status updates after incoming replies. Reduced manual work on the clearance process by about 80%.

Claims Adjuster | State Farm

Feb–Jun 2025 | Dunwoody, GA

- Explained coverage decisions and next steps to policyholders; maintained claims records and reviewed contractor scopes and line items in Xactimate.
- Coordinated inspections, estimates, vendors, payments and follow-ups against claims timeliness and quality requirements.

ADDITIONAL PROFESSIONAL EXPERIENCE

Independent Software Developer | Independent Software Development

Aug 2025–Present | Atlanta, GA

- Developing HeyBrain, an AI-powered iMessage assistant for tasks, reminders and follow-ups, currently in beta. Define requirements, test workflows and troubleshoot applications and databases.
- Coordinate AI coding agents to build applications, custom websites and a commissioned training app.

Outside Sales Representative | Terminix

Jun 2024–Jan 2025 | Atlanta, GA

- Prepared estimates and explained services, financing and payment plans; prospected and followed up on unclosed estimates.
- Resolved billing, scheduling, complaint and cancellation issues with branches; maintained CRM records and coordinated post-sale installation and service.

Inside Sales Supervisor | ServiceMaster / Terminix

May 2016–Aug 2017 | Memphis, TN

- Supervised sales representatives, including a team of approximately 45; reviewed calls, coached selling techniques and objection handling, and trained new representatives.

Inbound Sales Representative | ServiceMaster / Terminix

Jan 2010–May 2016 | Memphis, TN

- Ranked #2 nationwide in inbound sales revenue; handled incoming calls, explained services, maintained CRM follow-up records and routed service inquiries.

Job Board Relations Specialist | JobTarget

Aug 2008–Oct 2009 | New London, CT

- Supported client onboarding and account service through proactive communication and follow-up.
- Coordinated distribution of client job postings across online platforms and troubleshoot posting issues.
- Maintained accurate account records to support client service and ongoing account communication.
- Re-established communication with a job-board partner through a creative outreach approach, reopening dialogue when ordinary follow-up had stalled.

SKILLS AND TECHNOLOGIES

- Project scheduling and timelines; action-item tracking and status reporting; cross-functional coordination; vendor logistics; budget tracking and contingency planning.
- Contracts and clearance records; purchase orders; invoice review; payroll support; document version control, copy editing and proofreading; Adobe Cloud.
- Client onboarding and account support; online-platform troubleshooting; issue resolution; claims documentation and CRM records.
- Microsoft Office Suite: Word, Excel and PowerPoint; Excel formulas, pivot tables, sorting, filtering and shared trackers; Google Workspace: Docs and Sheets; Apple Numbers and Airtable.
- macOS, Windows and Linux; Xactimate; Salesforce CRM; Zendesk; Zoom, Microsoft Teams and Google Meet.
- AI tools: ChatGPT, OpenAI Codex, Claude and Claude Code; workflow automation and troubleshooting.
- AI-assisted application development with Supabase, PostgreSQL, JavaScript and TypeScript; product requirements and workflow testing.

EDUCATION

Mitchell College - Bachelor's Degree in Business Administration and Marketing | Magna Cum Laude

The Art Institutes of Philadelphia - Bachelor's Degree in Media Arts and Animation

Mitchell College - Associate's Degree in Graphic Design

PROFESSIONAL DEVELOPMENT

Google - Foundations of Project Management (completed course, 2023)

IBM / Coursera - Excel Basics for Data Analysis; badge: Excel Essentials for Data Analytics (issued Feb 29, 2024)

Entertainment Partners - Production Accounting 101 (issued Feb 2024)