



Profile

Experienced media and technology leader with a strong track record of success in both enterprise and startup environments. A results-driven professional who combines engineering expertise with strategic leadership to foster collaboration, solve complex business challenges, drive innovation, and deliver impact.

Experience

Netflix | Los Angeles, CA - 2019 - 2024

Product Manager | November 2023 - September 2024

- Managed the product development of an internal corporate technology store and the integration of a new 3rd party Asset Management platform tracking 10,000+ devices
- Conducted in-depth research with global partners in IT Asset Management, Technology Sourcing, Corporate Technology Support to identify pain points and establish comprehensive requirement documents to guide development and ensure team alignment for deliverables
- Collaborated with cross-functional partners in engineering, UX and technology support teams ensuring clear communication and seamless execution throughout the during the product development lifecycle
- Leveraged Scrum methodology throughout PDLC including Jira-based sprint planning, backlog refinement, stand-ups, retrospectives and user acceptance testing
- Drove quarterly roadmapping sessions with cross-functional stakeholders on priorities and provided regular executive updates to ensure transparency and alignment with business objectives and strategic direction.

Technical Program Manager | October 2021 - November 2023

- Dedicated business owner for twelve studio and creative-focused software vendors used by 6,000+ users including Adobe, Autodesk, Avid, Figma and Zoom
- Developed and maintained enterprise-wide partnerships across regions, business units, and verticals, ensuring alignment on stakeholder strategy, planning, and resourcing to successfully implement, deploy, upgrade, and operationalize enterprise SaaS software (e.g. Procurement, Legal, Studio Technology, Engineering and Corporate Technology Support)
- Delivered over \$5 million in savings and cost avoidance via partnership with procurement team for contract renewals by providing data insights and license optimizations
- Partnered with engineering and identity & access management teams to implement technical workflow improvements providing automated user lifecycle processes via SSO, SCIM and API-based solutions, resulting in one instance of an ongoing reduction of over 100 support tickets per month
- Oversaw corporate technology integration and migration projects for animation, VFX and games-focused acquisitions involving 400+ users for Adobe Creative Cloud, Microsoft 365, Figma and Zoom
- Created and maintained a software catalog in tandem with product-specific documentation and resource portals facilitating end-user self-service onboarding and education resulting in reducing support requests and streamlined feedback

Project Specialist | November 2020 - October 2021

- Developed and operationalized remote media workflows for studio-based customers enabling high-profile creative talent to engage in editorial collaboration, audio recording and online color review during COVID-19 pandemic
- Optimized software and hardware request support workflows, reducing support tickets and enabling automations for manual tasks

Manager, Technology Deployment, UCAN | August 2019 - November 2020

- Led and expanded a bi-coastal team of five specialists focused on providing end-user hardware and software for live actions shows, physical studio spaces and high-profile overall deal partners within the United States and Canada
- Oversaw the transition and continuity of workflows from in-person to remote during COVID-19 pandemic

BuzzFeed | Los Angeles, CA – 2014 - 2019

Video Technology Manager | October 2016 - April 2019

- Technical lead and subject matter expert for the IT Video Technology & Media Operations team supporting video production operation and best practices for the Editorial, Branded and News teams' content pipeline
- Implemented and administered on-premise Quantum SAN + NAS and additional shared storage deployments totaling 1PB+ and cloud-based AWS S3/Glacier media archive pipeline
- Designed and executed high-speed global file transfer orchestration supporting remote office editorial and archival operations
- Directed the video signal flow design and build of an NYC-based broadcast studio, control room and live video encoding infrastructure for a daily live-streaming morning show
- Oversaw technical aspects of BuzzFeed shows produced for Netflix, YouTube, Facebook and Twitter including media offloading workflows and delivery specifications

Head of Post Production | May 2015 - October 2016

- Founded Post Production Department and managed 20+ staff
- Recruited and managed managers, coordinators and technical staff in LA and NYC
- Collaborated with stakeholders across company to develop matching technical video infrastructure needs
- Designed Airtable-based content pipeline tracker providing an end-to-end video publishing workflow for 10,000+ pieces of video content
- Developed custom video project tools with the Product team to standard video templates and project coding
- Managed vendors for video-focused hardware and SaaS solutions including Quantum StorNext SAN, frame.io and Media Shuttle

IT Coordinator | August 2014 - May 2015

- Provided IT onboarding, access and support for 250+ employees in BuzzFeed's LA-based offices

Herzog & Company | North Hollywood, CA – 2012 - 2014

IT Manager | July 2012 - May 2014

- Managed end-to-end IT operations for 100+ staff and freelance employees across Production, Post-Production, and Design departments, supporting Mac and Windows desktops, mobile devices, network (firewall, VPN, switches) and on-premise servers
- Led and project-managed the company's migration to Google Workspace
- Partnered with Post Production to support Avid edit bays and online finishing
- Oversaw security procedure compliance for studios and other high profile entertainment clients for media vault and production systems
- Supervised an additional IT Support Engineer
- Provided expert software support for a range of industry-standard tools, including Microsoft Office, Google Apps, Adobe Creative Cloud (Photoshop, After Effects, Illustrator, Acrobat) and FileMaker Pro

Imagine Entertainment | Beverly Hills, CA – 2006 - 2011

IT Manager | November 2006 - January 2011

- Oversaw end-to-end corporate technology for 50+ employees including server and network administration
- Provided white glove support for partners Ron Howard & Brian Grazer, executives and VIPs

Education

University of Iowa | Bachelor of Arts, Cinema; Iowa City, IA

Certifications

- Certified Scrum Product Owner®
- Certified ScrumMaster (CSM)

Skills

Leadership | Program Management | Project Management | Vendor Management | Post Production | Media Operations | Streaming Video | Codecs | Transcoding | Live Studio Production | Creative Review | IT Infrastructure | IT Operations | Cloud Platforms | Virtualization | Shared Storage | Networking | Documentation | M&A IT Integration | Jira | Airtable | macOS | Windows | Google Workspace | Microsoft Office 365 | Adobe Creative Cloud