grace diggens =

A detail-oriented technical producer with experience managing multi-disciplinary teams and brand clients through complex integrated projects, ranging from long-term data driven product development to short-term interactive experiences, and everything in-between. Certified Scrum Master awarded in February 2019.

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Proficiencies:
Mac/PC Proficient
Discord/Slack/Teams
JIRA
Trello
Google Suite
Asana
Smartsheets
Basecamp
Microsoft Office
Adobe Photoshop

Awards:
New York Times Pioneer Award Winner 2020

Project awards include:
Design Week Awards
D&AD Pencil (Yellow)
D&AD Pencil (Wood)
Art of Creativity Award
Drum Dream Award
Kinsale Shark (Silver)
Transform Awards (Gold)

Clients:
Microsoft
Google Cloud
Bloomberg
P&G - SK-II
Meta
Magic Leap
Morgan Stanley
Nokia Bell Labs
Hudson Yards
Ford Motor Company
American Express
Nike
PANGAIA
Tate Modern
British Airways

Education: 2010 – 2013
The University of Greenwich, UK
BSc (Hons) Digital Animation and Productions -
1st Class Honours

A_DA, *New York*   March 21 – Feb 23
Senior Technical Producer
- Predominantly on the Microsoft account, responsible for producing experiences that meaningfully showcase Microsoft technologies through strategic brand partnerships
- Managing multiple engineering teams, specializing in projects focused on custom interactive web dev and experiential fabrication
- Leading discovery and strategic R&D projects for clients to inform concept and execution phases
- Main point of contact for the client, with a focus on technical and creative communication between all teams
- Management, scoping and documentation for all allocated projects
- Responsible for managing budgets/cashflow for projects ranging between $20k-$750k on 3-7 projects at a time
- Consistently developing personal global talent network to flex teams/projects with freelance talent when required

The New York Times, *New York*   July 20 - March 21
T Brand - Senior Technical Program Manager
- Technical program management for specialist editorial and video journalism projects within T Brand Studios
- Leading client partnerships across complex media programs
- Managing projects from scoping/resourcing to project launch

The New York Times, *New York*   January 18 - July 20
Fake Love - Senior Technical Program Manager
- Leading technical program and product management across multiple engineering teams, specializing in custom web dev, cross platform app development and digital installations
- Managing all technical communications between the client and internal cross functional teams
- Leading strategic product deployment updates based on user feedback and performance metrics
- Responsible for generating and managing budgets, timelines, change orders, SOW's, SLA's on all allocated projects
- Responsible for managing project budgets ranging between $20k-$3MM on 2-5 projects at a time
- Traveling globally to oversee on-site installations, including overseeing multiple on-site vendors
- Promoted from Technical Producer in July 2019

Framestore Labs, *London*   June 16 - December 17
Line Producer
- Managed cross-departmental team, specializing in large-scale dynamic data displays for long-term installations
- Successfully launched support process for long-term installations, including remote deployments requiring 365/247 maintenance
- Responsible for overseeing project budgets ranging between $1k-$2.3MM on 3-5 projects at a time
- Main point of contact for current, past and future clients
- Scheduling and booking internal & outsourced talent
- Overseeing project bids, creative pitches, budgets & timelines. Responsible for generating SOW's and SLA's

Framestore Labs, *London*   June 13 - June 16
Runner & Production Assistant