

## GLOBAL DIGITAL SERVICING ~ DIGITAL ONBOARDING COORDINATOR (CONTRACTOR)

### Professional Summary

New Media & Digital Music/Film & TV experienced professional with strong transitional skills while providing an effective multi-tasking work ethic. Bring leadership skills by consistently incorporating new ideas to keep ahead in this fast-paced quickly evolving, Digital Music Industry.

### Professional Experience

Company Name City , State Content Operations ~ Content Distribution Specialist 03/2016 to 01/2017

- Managed external client/partner relationships and their digital content while insuring timely delivery of digital assets (i.e: Audio/Video, subtitles, and dubbing) per technical spec to distribute globally
- Analyzed delivery & trend metrics to identify and troubleshoot systematic issues while ensuring timely and quality asset deliveries
- Maintained highly-aligned with internal cross-functional teams, including but not limited to, content acquisitions, finance, localization, QC, encoding, engineering, product, and marketing to facilitate all partner/client needs
- Assisted in improving and scaling systematic workflows, processes and tools while curating the digital catalog of assets for the best customer experience

Company Name City , State Global Content Licensing & Catalog ~ Global Reporting Manager 06/2014 to 01/2016

- Manager & Lead in Global Reporting finances, revenue & activity metrics for Music Labels, Publishers, Licensor's & External Partnerships
- Managed, Maintained and Conceptualized procedural & contractual requirements for Labels & Publishers Technical Specifications
- Liaison for internal Legal & Licensing/Finance/Engineering/Product teams to facilitate all external music label & partnership reporting related requirements & request
- Primary subject matter expert for Reporting leading initiatives in new business partnerships, products services, technical & systematic enhancements

Company Name City , State New Media Solutions ~ Sr. Digital Account Manager 01/2011 to 06/2012

- Managed the distribution and maintenance of digital content (audio, video, mobile) for over 20 digital service providers which involved developing client relationships and facilitating all requests, system troubleshooting and reporting data
- Project managed newly integrated digital systems while analyzing business needs, gathered user requirements, and conceptualizing system analysis based on reporting data
- Proficient in internal digital systems by creating and extracting customized reports on data based on distribution management, sales/revenue analysis, and partner troubleshooting research
- Designated and oversaw day-to-day workload for account coordinators insuring data reporting is up-to-date, creating and facilitating new processes and assuring assistance in researching/tracking client requests

Company Name City , State Global Digital Operations ~ Global Account Manager 06/2008 to 01/2011

- Liaison between music recording labels & digital service providers in distribution and monitoring of digital content (audio/video/mobile) i.e. RED Distribution, Nashville Records; i.e. iTunes, Rhapsody, Napster, Microsoft/Zune, eMusic etc.
- Administered requirements & user acceptance testing through complex data analysis for internal digital reporting systems
- Defined policies and product requirements based on client relationships and needs in offering digital systematic support to clients & partners based on digital innovative products and services

Company Name City , State VH1 Production Management ~ Production Management Associate 01/2007 to 06/2008

- Coordinated numerous production shoots (on-site and office based tasks) for upcoming television broadcast show. i.e. VH1 series, 60min all access specials, VH1 documentaries
- Managed & organized pre and post-production budget for various television broadcasts' by balancing expenses and cost through excel and internal accounting systems and services
- Directed the logistics for on-site production shoots; coordinated schedules, obtained necessary legal documents, hired staff and gathered supplies

### Education and Training

Additional Course Training ~ Project Management 2012 AMA Executive Conference Center , City , State , USA

Coursework in Improving Your Project Management Skills: The Basics for Success

Bachelor of Arts : Communication ~ Media Management 2007 State University of New York at New Paltz , City , State , USA

Recipient of Education Opportunity Program Scholarship

Languages

Fluent speaker, reader and writer in Spanish

#### Technical Skills

~ Mac OS/OS X systems

~ Technical Software: Salesforce software- (CRM & Jobscience); GitHub; FileZilla; Text Wrangler; SAP Business Objects; Adobe Acrobat; Tableau; Micro strategy; Jira; Zendesk

~ Proficient in Word, Outlook, Excel, PowerPoint, Access & SharePoint