

Joel Ramos

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Profile

Production leader running a high-volume internal creative agency at Harvard Extension School, delivering video, digital, and live broadcast across hundreds of courses and 50+ executive education programs. Manages end-to-end production across concurrent projects, from budgets and scheduling through vendor coordination and final delivery, and built the workflow systems the operation runs on. 16+ years across creative production, platform rollout, vendor selection, and team leadership. Bilingual (English/Spanish).

Experience

10/2022 – present
Cambridge, Massachusetts

Course Design Production Manager Harvard Extension School

- Lead an internal creative agency at Harvard Extension School, delivering video, digital, and broadcast content for hundreds of courses and 50+ Professional & Executive Development programs, serving as primary strategic partner to senior stakeholders.
- Selected and implemented Monday.com as the single system of record for creative production, designing the intake structure, routing logic, and automations that replaced fragmented spreadsheet tracking, and structured the asset library and metadata standards supporting the operation.
- Engineered a livestreaming and equipment workflow that increased output efficiency 80% and cut turnaround 70%, earning recognition from both the Faculty of Arts and Sciences and the Division of Continuing Education.
- Manage and direct cross-functional producer teams and vendor partners, setting clear expectations that drive professional growth and accountability.
- Own end-to-end production execution across concurrent projects, managing timelines, budgets, scheduling, vendor coordination, and delivery from concept through final asset.

06/2018 – 10/2022
Cambridge, Massachusetts

Senior Online Education Production Specialist Harvard Extension School

- Served as central communications point across faculty, video production teams, and academic stakeholders to coordinate course recording and delivery, ensuring seamless content availability for a global student audience.
- Managed broadcast operations and technical quality control for live digital events and large-scale global webinars, delivering events without on-air disruption and maintaining consistent messaging across channels for a worldwide audience.

03/2008 – 06/2018
Río Piedras, Puerto Rico

Audiovisual Production Technician University of Puerto Rico, School of Medicine

- Owned audiovisual and production equipment procurement for the School of Medicine, from requirements definition through vendor evaluation and purchase, and managed the resulting equipment inventory across teaching and event spaces.
- Orchestrated an emergency production and distribution workflow during the Hurricane María infrastructure collapse, delivering every course on schedule for the student body without access to power or digital communication.
- Managed end-to-end production of academic courses, tutorial materials for medical students, promotional assets, and live events including symposiums and multi-school conferences, coordinating across multiple departments and stakeholders from brief to final delivery.

Skills

– CORE

Content Strategy	Brand Stewardship	Risk Management	Vendor Management
Agile-Waterfall	Bilingual (Spanish/English)	Stakeholder Alignment	Workflow Optimization

 Skills

– TECHNICAL

Digital Asset Management (DAM)	Monday.com	AI Workflow Integration	Microsoft 365
Jira Confluence			

 Education

04/2002 – 12/2007 Bayamón, Puerto Rico	Communication Sciences Bachelor of Science Inter American University of Puerto Rico
01/2019 – 05/2023 Cambridge, Massachusetts	Digital Media Design Master of Liberal Arts Harvard Extension School Awarded the Master of Liberal Arts Dean's List for Academic Achievement
01/2019 – 12/2021 Cambridge, Massachusetts	Learning Design and Technology Graduate Certificate Harvard Extension School
10/2022 – 03/2023 Cambridge, Massachusetts	Certificate of Leadership Excellence in Management Harvard Division of Continuing Education, Professional & Executive Development

 Awards

2022	Division of Continuing Education Above and Beyond Award Dean's Champion of Excellence Award 2022, 2023 & 2024
2023	Harvard's Faculty of Arts and Sciences Dean's Distinction Awarded for continuous innovation in digital production workflows.