

JOEL RAMOS

Jamaica Plain, Boston, MA 02130 • (787) 601-0966 • joelhramos@me.com

Program & Production Operations Manager | Live Broadcast · Multi-Program Delivery · Systems Adoption

PROFESSIONAL SUMMARY

Operations manager with 17+ years in media production, live broadcast, and education programs. Leads an internal creative agency at Harvard DCE supporting hundreds of courses and 50+ Professional & Executive Development programs, owning vendors, budget, workflow systems, and team. Brings years of hands-on production experience inside live academic events, including convocations, graduations, and showcases. Builds the tools and processes that let many people deliver a consistent experience and drives their adoption. Harvard ALM; bilingual in English and Spanish.

CORE COMPETENCIES

- Live event and broadcast operations
- Multi-program delivery and quality standards
- Process guides, playbooks, and training materials
- Systems adoption: Monday.com, Asana, Smartsheet, JIRA
- Vendor, budget, and resource management
- Risk management and contingency planning
- Stakeholder communication across internal and external partners
- AI-enabled workflows
- Bilingual: English / Spanish

PROFESSIONAL EXPERIENCE

Course Design Production Manager

Sep 2022 – Present

Harvard University / Harvard Extension School, Cambridge, MA

- Lead an internal creative agency producing video, digital, and live broadcast content for hundreds of courses and 50+ Professional & Executive Development programs, keeping quality and brand standards consistent across every project.
- Produce promotional video for Harvard Summer School's high school program in partnership with Marketing, supporting recruitment and event promotion.
- Provide video and live production coverage for signature academic events, including convocations, graduations, and student showcases, coordinating with program staff on run-of-show and technical needs.
- Provided live event support for the Bloomberg Harvard City Leadership Initiative, a global program for mayors and senior city officials, handling real-time technical issues and backup slides during sessions with high-profile speakers, and editing program recordings.
- Own vendor management, budget, and workflow systems; plan capacity across staff, vendors, and freelance talent, and manage risks and tradeoffs before they affect quality, timeline, or spend.
- Engineered scalable production workflows from the ground up, increasing output 80% and cutting turnaround time 70%.
- Led R.I.O., a process-innovation initiative that redesigned recording and streaming into a single deployable kit, cutting setup from about 15 minutes to under 5; earned Harvard's FAS Dean's Distinction and a DCE Dean's Champion of Excellence Award.
- Drive adoption of Monday.com (including automations) and Asana across the team and its partners; built an AI-assisted workflow for video accessibility and am piloting an automated tool that brands faculty-recorded videos to Harvard standards.
- Audited team tools and services and consolidated overlapping spend, saving approximately \$20K per year.
- Create guides and training that help faculty and non-production staff deliver consistent results, including self-recording workflows.

- Run planning, standups, and cross-team syncs, and give leadership clear updates on progress, risks, and tradeoffs.
- Recruit, onboard, and develop team members.

Senior Online Education Production Specialist

Jun 2018 – Sep 2022

Harvard University / Harvard Extension School, Cambridge, MA

- Managed delivery and technical quality control for live digital events and large-scale global webinars, with 100% uptime across channels.
- Coordinated faculty, creative, marketing, and production teams to deliver course and campaign assets on schedule for a global audience.

Audiovisual Production Specialist

Mar 2008 – Jun 2018

University of Puerto Rico, School of Medicine, Rio Piedras, PR

- Planned and ran live symposiums and multi-school conferences, covering logistics, AV, and coordination across departments and schools.
- Managed end-to-end production for academic courses and medical tutorials, from brief to final delivery.
- After Hurricane Maria knocked out power and connectivity, built and ran an emergency production and distribution workflow that kept 100% of courses on track to completion.

COMMUNITY EVENTS

- **Media & Workshop Coordinator, BSides Puerto Rico:** Led all event recording and media for this community security conference and kept the workshop schedule running on time.

EDUCATION

Master of Liberal Arts (ALM), Digital Media Design

Harvard Extension School, Cambridge, MA • 2023 • Dean's List for Academic Achievement

Bachelor of Science, Communication Sciences (Media Production)

Inter American University of Puerto Rico, Bayamón, PR • 2007

CERTIFICATIONS

Harvard Extension School

- Learning Design and Technology Graduate Certificate (2021)

Harvard Professional & Executive Development Programs

- Certificate of Leadership Excellence in Management Development (2023)
- Innovation and Strategy (2026)
- Negotiation Skills: Strategies for Increased Effectiveness (2024)

HONORS & AWARDS

- Harvard Faculty of Arts and Sciences Dean's Distinction (2023) for process innovation.
- DCE Dean's Champion of Excellence Award (2022) for Excellence in Process or Practice Innovation.
- DCE Dean's Champion of Excellence Award (2024, 2021) for Excellence in Teamwork.