

KEVIN VANDERMEER

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PROGRAM MANAGER | CREATIVE OPERATIONS | STUDIO & PRODUCTION WORKFLOWS

PROFESSIONAL SUMMARY

Creative operations and program management leader with 10 years of experience guiding high-volume creative, video, marketing, and technical production work across Amazon, Nintendo, Microsoft, and Roblox. Experienced in managing projects from intake and scoping through production and delivery, coordinating creative teams and stakeholders, maintaining project visibility, planning resources, and improving the systems that keep work moving. Built and scaled centralized video operations at Nintendo, managed 20-30 incoming creative requests per day, supported delivery of 20,000+ localized assets across four global regions, and led workflow modernization across Jira, Airtable, Smartsheet, and Workato. Known for bringing structure and clarity to fast-moving environments while keeping creative teams focused on producing their best work.

CORE COMPETENCIES

Creative Program Management: Creative Operations, Campaign & Content Production, Project Planning, Creative Briefing, Intake & Prioritization, Timeline & Milestone Management, Status Reporting

Studio Operations: Resource & Capacity Planning, Production Scheduling, Creative Review Workflows, Asset Delivery, Stakeholder Communication, Cross-Functional Coordination, Risk & Dependency Tracking

Process & Workflow Improvement: Workflow Design, Business Process Improvement, SOP Development, Operational Reporting, Process Standardization, Knowledge Management, Automation

Platforms & Tools: Jira, Airtable, Smartsheet, Asana, Wrike, Workato, Confluence, Quip, Google Workspace, Microsoft 365

PROFESSIONAL EXPERIENCE

Amazon.com

Live Event Systems Engineer

Seattle, WA
Nov 2024 - Present

- Coordinate end-to-end technical delivery for high-visibility live events across multiple Seattle production facilities, translating producer and stakeholder requirements into clear production plans and executable workflows.
- Partner with event producers, creative teams, technical operators, and business stakeholders to keep complex productions aligned through changing requirements, tight timelines, and live delivery.
- Manage operational readiness and production dependencies across video, audio, cameras, streaming, signal routing, and control systems for events serving audiences of 450+.
- Identify and implement process improvements that increase production consistency, reduce pre-event friction, and make technical workflows easier for cross-functional teams to execute.
- Develop operational documentation, technical playbooks, and repeatable procedures that improve communication, knowledge transfer, and production readiness.
- Support an event production organization maintaining a **4.99/5 customer satisfaction rating** through reliable execution, proactive troubleshooting, and responsive stakeholder support.

Nintendo of America

Manager, Systems & Operations (Video)

Redmond, WA
2020 - 2024

- Built and scaled a centralized Video Operations function supporting creative production, marketing campaigns, localization, asset management, and global content delivery.
- Owned a high-volume creative intake pipeline of **20-30 requests per day**, evaluating briefs, defining scope and priorities, identifying dependencies, and coordinating production requirements for trailers, broadcast spots, and digital campaign deliverables.
- Partnered with creative, marketing, localization, production, and technical teams to move projects from intake through production and final delivery while maintaining visibility into timelines, priorities, risks, and changing requirements.
- Administered and optimized **Jira, Airtable, and Smartsheet** environments used for creative intake, project tracking, operational reporting, resource visibility, and cross-functional workflow management.
- Led an enterprise workflow modernization initiative that retired **11 disconnected legacy tools** and consolidated operations into **4 integrated platforms**, incorporating Workato automation to reduce repetitive work and manual handoffs.

Nintendo of America

Redmond, WA

Manager, Systems & Operations (Video) - continued

2020 - 2024

- Directed operational tracking and delivery workflows supporting global **Nintendo Direct** productions and more than **20,000 localized digital assets across four regions**, achieving zero missed air dates.
- Developed repeatable processes for project handoffs, asset tracking, stakeholder communication, documentation, and production readiness across a complex global content pipeline.
- Authored **30+ SOPs** and expanded the internal operational knowledge base by **187% to more than 300 guides**, improving onboarding, process consistency, and team self-service.
- Managed external creative agencies and contractors, including sourcing, onboarding, SOW alignment, deliverable coordination, and invoice approval.
- Regularly identified workflow bottlenecks and partnered with stakeholders to design more scalable processes, tools, and operating standards.

Amazon / RUN Studios

Seattle, WA

Post-Production Specialist

2019 - 2020

- Managed creative intake and post-production workflows for internal Amazon brand, marketing, and communications projects from initial request through final asset delivery.
- Coordinated schedules and workload capacity for **10-12 motion designers**, balancing incoming priorities, available resources, dependencies, and delivery deadlines.
- Maintained visibility across concurrent projects and collaborated with stakeholders and creative teams to resolve scheduling conflicts and protect high-priority deliverables.
- Coordinated talent booking, voiceover sourcing, contractor relationships, production requirements, and external supplier deliverables.
- Identified production bottlenecks and adjusted assignments and schedules to keep work progressing efficiently.

Microsoft / ModSquad

Redmond, WA

Community Manager II, Age of Empires

2018 - 2019

- Partnered with Microsoft Global Publishing to coordinate **five large-scale community fighting programs** supporting development and release of *Age of Empires II: Definitive Edition*.
- Managed communications, feedback workflows, issue escalation, and coordination across community, publishing, and development stakeholders.
- Produced recurring digital broadcasts and livestreams, coordinating schedules, production requirements, content, and asset delivery across multiple contributors.
- Synthesized community feedback and emerging issues into clear, actionable information for publishing and development teams.

Roblox Corporation

San Mateo, CA

Creative Producer

2016 - 2018

- Led a creative production team of **six artists** delivering more than **50 marketing, video, and promotional assets per quarter**.
- Managed **10-15 creative requests per day**, balancing scope, priority, resource availability, stakeholder needs, and delivery schedules.
- Designed and configured **Jira** workflows for creative intake, assignment, prioritization, production tracking, and stakeholder visibility.
- Coordinated projects across marketing, creative, developer relations, and production teams from initial request through delivery.
- Planned and delivered technical production for global developer conferences across **three international regions**, coordinating production schedules, vendors, staging requirements, contracts, and budgets.

TOOLS & TECHNICAL SKILLS**Project & Workflow Management:** Jira, Airtable, Smartsheet, Asana, Wrike, Confluence, Quip**Automation & Business Systems:** Workato, Microsoft Power Automate, SharePoint, Microsoft 365, Google Workspace**Creative & Media:** Adobe Premiere Pro, After Effects, Photoshop, IPV Curator, Telestream Vantage, DAM/MAM Workflows**Production Systems:** Live Broadcast & Streaming Workflows, AV-over-IP, NDI, Dante AV, Signal Routing, SMPTE ST 2110 Training**EDUCATION****Bachelor of Arts, Digital Technology & Culture** - Washington State University**Associate of Arts, Digital Media** - Seattle Central College