

Emily Thomas

Content operations and project management professional with 7+ years of experience in media technology environments, managing large-scale publishing pipelines, cloud-based workflows, and cross-functional delivery initiatives. Hands-on experience with file-based workflows, content supply chain operations, and UAT coordination for system migrations. Skilled at building **AirTable** automations, working in **Jira**, and using tools like **Zapier** to bridge workflow gaps. Strong communicator across technical and non-technical stakeholders, with a track record of keeping complex initiatives on track and well-documented. *Currently pursuing a Master's in Project Management (exp. 2027)*

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EXPERIENCE

Supervisor, Content Publishing — A+E Global Media, Stamford, CT

JUNE 2019 - PRESENT

- Currently running point on user acceptance testing for a major content management system migration affecting all Owned & Operated streaming platforms and apps — coordinating test workflows, documenting issues, and communicating status to stakeholders and senior leadership throughout
- Oversee end-to-end content publishing operations across 7 O+O streaming platforms and 50+ FAST channels via cloud-based media technology, managing a team of 6 technicians with 2 direct reports
- Work closely with Media & Content Services and Technology teams on platform issues, workflow changes, and new system integrations — serving as the operational bridge between the business and technical teams
- Build and maintain AirTable workflows and automations to support delivery tracking, reporting, and operational efficiency; use Zapier where more complex cross-tool automation is needed
- Develop and maintain SOPs, workflow documentation, and issue trackers; keep senior leadership informed on project status, risks, and operational updates

Key Achievements:

- Selected for A+E's inaugural Leadership Academy (2022) and WICT Network Rising Leaders Program (2023), intensive programs focused on leadership development, strategic communication, and cross-functional influence

Associate Producer, Broadband — A+E Global Media, Stamford, CT

JULY 2018 - JUNE 2019

- Managed day-to-day content publishing across all A+E O+O platforms; performed QA on video, audio, and caption compliance; worked directly with Content Services and Editorial teams to resolve issues

Key Achievement: Managed end-to-end delivery of 400 long form assets to launch A+E's AVOD offering on YouTube in 2019. 400 was a lot back then!

Production Coordinator and Manager — Bret Stern Productions, Norwalk, CT

DECEMBER 2013 - JULY 2018 - Concurrent with Sono Studios

- PM and main client contact for commercial productions across agency accounts totaling \$2M+ in annual revenue; managed budgets, schedules, crew, and delivery end to end

Key Achievement: Authored successful RFP responses for a \$1M annual contract (2015, 2017); managed account through 2018 renewal

Production Coordinator & Stage Manager — Sono Studios, Norwalk, CT

DECEMBER 2013 - JULY 2018 - Concurrent with Bret Stern Productions

- Managed all production rental bookings, crew coordination, scheduling, and project documentation

SKILLS

Project Management UAT Coordination, Workflow Documentation, Issue Tracking, Timeline Management, Stakeholder Communication, Risk Management, Cross-Functional Coordination

Content & Media

Operations: Content Supply Chain, File-Based Workflows, Cloud-Based Publishing, FAST Channel Delivery, O+O Platform Operations, SOP Development, QA & Compliance

Tools: AirTable, Microsoft Office Suite (Teams, Excel, Word, PowerPoint), Fresh Service, Google Suite, Jira, thePlatform/CVP, WordPress, Zapier
Emerging: ChatGPT, Claude, Custom GPTs

EDUCATION & TRAINING

B.S. in Digital Filmmaking (GPA 3.7) — Champlain College, VT
M.S. in Project Management (in progress, exp. June 2027) — Champlain College, VT
AMA Seminar: Improving Your Project Management Skills — June 2024
WICT Network Rising Leaders Program — June 2023
A+E Leadership Academy — March 2022