JIE FLOWERS

Senior Producer | Technical Delivery Lead

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SUMMARY

Senior technical producer and delivery lead with 20+ years in live production and AVL systems and 8 years in game and platform QA (Unreal, Unity). Experienced delivering programs end-to-end—scoping, budgets, procurement, vendor management, and project documentation—while leading cross-functional teams through the full SDLC. Proven track record establishing SOPs, escalation and on-call procedures, and process improvements to stabilize live services and accelerate delivery. PSM I certified; proficient with Jira, Confluence, and a range of production management tools; PMP exam scheduled 2026.

WORK EXPERIENCE

Technical Director, Program and Project Lead May 2024 - Jul 2026

Overlake Christian Church | Redmond, WA

- Designed and built technical AVL systems; owned infrastructure strategy, budgets, and vendor relationships for Dante networked audio, video switching, CCTV, lighting control, and multilingual broadcast
- Built equipment lists and BOMs, coordinated purchase orders, and tracked vendor invoices against budget to support procurement and financial reconciliation
- Stabilized lighting and video systems within four months and audio systems within the following year, reducing major service disruptions across six environments
- Directed and operated technical production for an average of 12 third-party events per year, managing third-party vendors and onsite crew to meet client requirements
- Developed a three-phase capital budget (~$319,000) with operations and finance stakeholders in the absence of historical baseline data
- Oversaw daily production operations with a strong focus on budget management to ensure projects were delivered on time and within financial constraints
- Improved overall project delivery timelines by streamlining workflows and implementing targeted process improvements in collaboration with cross-functional teams
- Created training programs, SOPs, and escalation and on-call workflows from scratch, moving a team with no formal structure to independent live operations and faster incident resolution
- Coordinated cross-functional team tasks efficiently using advanced project management software to monitor daily progress and milestones
- Designed a 23-position, 5-tier organizational structure with a position-scoring and workload framework; delivered a transition package with a risk register and process documentation for incoming leadership
- Demonstrated supervisory experience by managing schedules, resolving conflicts, and guiding the production crew to achieve organizational goals
- Managed large-scale B2B projects from concept to completion, ensuring alignment with client goals and budgets
- Leveraged AI tools to streamline production workflows and enhance creative decision-making processes efficiently
- Streamlined daily broadcasting tasks through automation, allowing the team to focus on creative content creation

QA Engineer, Unreal Engine and Unity Platform 2022 - 2023

Cavrnus | Carlsbad, CA

- Ran functional, regression, and integration testing across multiuser synchronization, voice and video communication, and cross-platform deployment
- Partnered with developers building enterprise XR tools for architecture, engineering, and training, tracking defects through resolution using Jira and the Atlassian suite
- Aligned QA coverage to sprint cycles and release milestones for an early-stage product, integrating test plans into the team's Agile/Scrum workflow

QA Lead, Game Development 2016 - 2022

Freelance | Los Angeles, CA

- Led QA on indie and AAA titles including Rocket League and Hyrule Warriors across 12 release cycles, contributing to shipped releases
- Managed teams of six testers, assigning test coverage, setting daily priorities, and tracking progress against release milestones in Jira
- Built test plans and test cases from milestone scope and quality bars and documented them in Confluence
- Tested against Sony TRC certification requirements to prepare builds for PlayStation platform submission
- Triaged defects by severity and release risk to give developers and publishers clear status on build readiness
- Participated in sprint planning and standups with development teams, aligning test cycles to sprint and milestone schedules in Scrum and Kanban to support the product SDLC
- Optimized resource allocation and task tracking with project management software, improving overall productivity and production timelines
- Managed the full development lifecycle for mobile games, ensuring adherence to quality and schedule standards

Technical Director and Project Manager 2005 - 2024

Self Employed | Los Angeles, CA

- Designed and built technical AVL systems and fabricated scenic elements for CalArts Modular Theater's morphing, revolving stage productions
- Directed technical production for long-term venue and client engagements, managing budgets, vendors, and equipment lifecycle across 19 years
- Mixed live sound for musicals, dramas, concerts, and stage performances, including FOH mixing for West Angeles Cathedral with audiences of about 5,000
- Worked on site with AHJs and fire officials on fire code, egress, rigging, and hanging-materials compliance to support safe, code-compliant events
- Recruited, trained, and mentored a rotating crew of 15 student technicians at Norman J. Pattiz Concert Hall while mixing award-winning ensembles
- Applied strong supervisory experience to mentor junior staff, foster collaboration, and maintain high standards across all media projects
- Managed equipment lifecycle and vendor relationships to support long-term production reliability and predictable procurement planning

EDUCATION

Sound Design, BFA Sep 2007 - Jun 2009

California Institute of the Arts (CalArts)

Professional Scrum Master I (PSM I) Aug 2026

Scrum.org

SKILLS

Production: Technical Production, Game Production Lifecycle, Production Scheduling, Discovery and Scoping, Requirements Gathering, Feasibility Assessment, Risk Management, Stakeholder Management

Systems: AVL System Design and Integration, Broadcast Workflows, Live Event Production, Live Sound Mixing, FOH Mixing, Dante Networked Audio, Video Switching, Lighting Control, CCTV

Delivery: Budget Planning, Capital Forecasting, Procurement, BOMs, Purchase Orders, Vendor Management, Crew Management, Client Management, Contract Management, Process Documentation, SOPs, Training Programs

Fabrication: Scenic Fabrication, Stage Design Collaboration, Woodworking, Welding, Rigging, Fire Code and Egress Compliance

Methods and Tools: Waterfall, Agile, Scrum, Kanban, Jira, Confluence, Atlassian Suite, Smartsheet, Wrike, Monday.com, Asana, ClickUp, Trello, Microsoft Excel, Unreal Engine, Unity, QA Testing, Sony TRC Certification