

Justin Steyer Product Operations Resume

JUSTIN STEYER

Product Operations • Platform Strategy • Operational Excellence

Tacoma, WA (Seattle–Tacoma Remote/Hybrid)

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Operational and technology leader with 15+ years of experience overseeing digital platforms, operational workflows, infrastructure coordination, and cross-functional initiatives in complex, always-on media environments. Proven success leading operational improvements, managing platform ecosystems, coordinating stakeholders across technical and non-technical teams, and driving organizational efficiency at scale.

CORE COMPETENCIES

- Product Operations & Platform Operations
- Cross-Functional Program Leadership
- Workflow Optimization & Process Improvement
- Digital Platform & CMS Operations
- Operational Strategy & Execution
- Stakeholder & Vendor Management
- Analytics, KPI Reporting & Data Operations
- Systems Implementation & Operational Readiness

PROFESSIONAL EXPERIENCE

KNKX Public Radio — Consultant

Digital Operations & Data Reporting Consultant | 2025–Present

- Manage large-scale operational data preparation and transformation workflows supporting quarterly compliance and reporting initiatives
- Coordinate structured reporting deliverables requiring accuracy, operational consistency, and deadline management
- Continue supporting operational continuity and institutional knowledge transfer following organizational restructuring

KNKX Public Radio

Director of Digital Media & Technology | 2015–2025

- Directed cross-functional digital operations spanning web platforms, streaming infrastructure, publishing systems, engineering coordination, and organizational technology initiatives within a 24/7 media environment
- Led operational planning and coordination for major organizational initiatives including studio relocations, infrastructure buildouts, platform transitions, and multi-site technology deployments
- Managed vendor relationships, implementation coordination, and operational readiness efforts across multiple concurrent initiatives
- Coordinated operational reporting, analytics, compliance documentation, and executive-level updates supporting leadership and board decision-making
- Directed process improvements and workflow modernization initiatives that improved operational efficiency and cross-team collaboration

The Seattle Times

Producer | 2008–2009

- Coordinated multimedia production workflows supporting digital news publishing operations
- Managed time-sensitive publishing, asset management, and cross-functional coordination tasks within a high-volume newsroom environment

EDUCATION

Master of Business Administration (MBA), Technology & Innovation Management — Pacific Lutheran University

Bachelor of Arts (BA), Visual Journalism — Western Washington University

Associate of Arts and Sciences (AAS) — Tacoma Community College