



# grace diggens

A thorough, detail-oriented technical program manager with experience managing multi-disciplinary teams through complex technical projects, ranging from long-term product development to short-term interactive installations, and everything in-between. Certified Scrum Master awarded in February 2019.

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## Proficiencies:

Mac/PC Proficient  
JIRA  
Trello  
Google Suite  
Smartsheets  
Basecamp  
CETA  
Microsoft Office  
Adobe Photoshop  
Adobe After Effects  
Adobe Premier Pro

## Awards:

New York Times Pioneer Award Winner 2020

Project awards include:

Design Week Awards  
D&AD Pencil (Yellow)  
D&AD Pencil (Wood)  
Art of Creativity Award  
Drum Dream Award  
Kinsale Shark (Silver)  
Transform Awards (Gold)

## Clients:

Morgan Stanley  
Nokia Bell Labs  
Bloomberg  
P&G: SK-II  
Magic Leap  
Google Cloud  
American Express  
London Stock Exchange  
PGA Tour  
Hudson Yards  
Ford Motor Company  
CGTN  
Tate Modern

**Education:** 2010 – 2013

The University of Greenwich, UK  
BSc (Hons) Digital Animation and Productions -  
1<sup>st</sup> Class Honours

## Work Experience:

### Fake Love

January 2018 - Present

@ The New York Times, New York

### Senior Technical Program Manager

- Leading technical program and product management across multiple engineering teams, specializing in projects focused on custom web and cross platform app development
- Managing task allocations and deliverable priorities in line with project timeline and budget
- Managing all technical communications between the client and internal cross functional teams
- Leading strategic product deployment updates based on user feedback and performance metrics
- Responsible for generating and managing budgets, timelines, change orders, SOW's, SLA's on all allocated projects
- Responsible for managing project budgets ranging between \$20k-\$3MM on 2-5 projects at a time
- Traveling globally to oversee on-site installations, including overseeing multiple on-site vendors
- Promoted from Technical Producer to Senior Technical Program Manager in July 2019

### Framestore Labs, London

June 2016 – December 2017

### Line Producer

- Managed cross-departmental team, specializing in bringing to life real-time data, large-scale dynamic displays for long-term installations
- Successfully launched support process for long-term installations, including remote deployments, often requiring 365/247 maintenance
- Responsible for overseeing project budgets ranging between \$1k-\$2.3MM on 3-5 projects at a time
- Main point of contact for current, past and future clients
- Scheduling and booking internal & outsourced talent
- Overseeing project bids, creative pitches, budgets & timelines. Responsible for generating SOW's and SLA's
- Travelled globally to project install locations, leading our team of engineers and reviewing with the client

### Framestore Labs, London

August 2014 - June 2016

### Production Assistant

- Main point of contact for many high profile clients
- Successfully delivered a digital signage project in Times Square, bringing real time financial data to approximately 26million people annually, driven by a fully customisable CMS
- Assisted management of internal engineering team and cross departmental team relationships
- Scheduling and booking outsourced talent
- Procuring hardware and software for installations globally

### Other Experience

Framestore – Receptionist/Runner  
BBC – Runner

2013 - 2014  
2009