

# JOSHUA THEODORUS KURNIA

DESIGN OPS / PROGRAM MANAGER · PRODUCER · CREATIVE STRATEGIST

POET · AUTHOR · DESIGNER

## CONTACT

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## SKILLS

Design Ops / Program Management  
Creative Ops / Producing  
Content / Creative Strategist  
Cultural Strategist  
Stakeholder Management  
Figma  
Adobe Creative Suite  
Asana / Notion / JIRA / Confluence  
Architecture / Interior Design

## EDUCATION

Bachelor of Architecture  
Minor in Digital Media Art & Sustainability  
Iowa State University

## PERSONAL PASSIONS

Themed Entertainment  
Podcaster "Align by Line"  
Travel Writer  
Poet / Author  
Content Strategy

## EXPERIENCE

### HILTON

#### *Design Operations Lead*

Remote // 2023 - Current

- Understands Hilton Experience Design (XD) team's needs to optimize processes, workflows, and design efficiency.
- Improves and streamlines on/offboarding experience for new hires, contractors, and hiring managers.
- Clearly communicates XD capacity forecast resourcing, communication strategies, and updates to managers+stakeholders.
- Supports the development and adoption of accessible design through inclusive design management tooling.
- Manages third-party vendors, design tools, and softwares through contract negotiation, procurement, and security reviews.
- Develops documentation and strategies change management of XD processes, policies, and procedures.

### KHAN ACADEMY

#### *Sr. Design Program Manager*

Remote // 2022 - 2023 ( industry layoff )

- Established & iterated on team processes, tools, onboarding experience, and documentation for Product Design, UX Research, and Design Systems as the team scaled 2.5x over 1 year period.
- Defined UX Research practice, onboard tools, and created a scalable intake process from scratch.
- Planned programming for weekly team meetings and facilitated creative brainstorm sessions.
- Fostered a healthy team culture at times of great turbulence through open & honest team-wide dialogues.
- In charge of all programming and logistics for virtual and in-person team summits.
- Acted as Design Leadership's right hand to identify roadblocks, team health, and well-being.
- Pioneered Design Apprenticeship program as part of company's DEIB initiatives.

### QUALIA

#### *Design Program Manager*

Remote // 2021 - 2022

- Established intake process and streamlined workflows for Brand Design & Marketing team from ground-up.
- Proactively aligned with Marketing stakeholders (Product Mkt, Content Mkt, Field Mkt, Demand Gen) on campaign project scope, creative briefs, and design > build > launch timeline.
- Acted as the bridge between cross-functional partners, Designers, and Engineers and led team's biweekly scrum to shepherd projects along from inception until post-launch.
- Strategically allocated resources according to projects' priorities and urgency, while re-aligning on scope and deadlines with stakeholders when conflicts arise to unblock Design & Engineering.

### INSTAGRAM

#### *Design Producer / Program Manager*

San Francisco, CA // 2019 - 2021

- Connected the dots between Design, Engineering, Product, UX Research, Content Strategy, and Public Policy to produce and launch Augmented Reality camera experiences.
- Aligned with cross-functional stakeholders on scope and schedule from early design, QA, until post-launch.
- Triaged bugs and solved technical challenges during production with Engineers and Technical Managers.
- Managed team resources to fulfill project needs and made sure everyone was on track to deliver per schedule.
- Deeply embedded on the ground with day-to-day creative production to unblock UX Designers, Motion Designers, and Technical Artists as conflicts arise, in collaboration with Art Directors and Creative Directors.

### GOOGLE

#### *Experience Design Producer*

Mountain View, CA // 2018 - 2019

- Project managed huge multi-disciplinary teams of Designers, Engineers, Creative Technologists, and multiple vendors/agencies to design and build one of a kind immersive Google Experience Centers around the world.
- Fostered relationships with international business stakeholders across Asia, Europe, and South America to align on business/sales goals and met their client needs.
- Drove multi-million interior design refresh of these spaces and new digital interactive experiences according to the agreed scope, schedule, and budget, while doing upkeep projects across multiple centers simultaneously.

### THE WALT DISNEY COMPANY

#### *Creative Producer / Project Manager*

Orlando, FL & Glendale, CA // 2017 - 2018

- A catalyst who was the bridge between Architects, Story Writers, Creative Directors, Engineers, R&D, and Roboticians amongst countless other disciplines and vendors to produce Avengers Campus and Guardians of the Galaxy Ride at Disneyland Resort.
- Project managed the rooms renovation of Coronado Springs Resort in collaboration with Interior Designers, Architects, and Contractors, according to schedule and budget while maintaining creative intent.
- Reviewed construction documents for accuracy and walked construction sites to ensure quality standards were met and fixtures were installed properly.