

Aili Chu

Program & Operations Leader | Audio Production Leadership | Creative Operations | Technical Program Management

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SUMMARY

Program and operations leader with 10+ years driving cross-functional delivery across media, audio, gaming, and technology-adjacent environments. Led 200+ initiatives annually from intake through launch, building scalable workflows, improving operational clarity, and aligning creative, marketing, sales, technical, and business stakeholders around shipped outcomes. Known for structured execution, calm delivery under pressure, and bridging creative judgment with systems thinking.

CORE COMPETENCIES

Program Management • Technical Program Management • Creative Operations • Cross-Functional Delivery • Workflow & Process Design • Stakeholder Alignment • Risk & Dependency Management • Launch Readiness • Intake / Prioritization Systems • Quality Control / Creative QA • Executive Communication • Audio Production Leadership

PROFESSIONAL EXPERIENCE

Studio Resonate, SiriusXM / Pandora — Program & Delivery Lead / Lead Audio Producer

Oakland, CA | 2014–Present

- Own end-to-end delivery for 200+ initiatives annually across branded content, platform campaigns, and revenue-generating marketing programs.
- Lead intake, scope definition, prioritization, scheduling, and execution across creative, marketing, sales, client-facing, and external partner teams.
- Design and refine standardized workflows for task assignment, dependency tracking, archiving, creative QA, and delivery reliability across multi-team programs.

- Serve as a cross-functional liaison, aligning stakeholders, clarifying requirements, reducing ambiguity, and mitigating delivery risk across distributed teams.
- Manage high-visibility launches and executive-facing presentations, coordinating readiness, stakeholder updates, and go-live execution.
- Support data-informed testing and optimization initiatives that improve campaign effectiveness and platform performance.
- Contributed to award-recognized campaign work across audio, branded storytelling, 3D audio, podcast integrations, and live-read formats.

Electronic Arts — Audio Artist II / Sound Designer / Composer

Redwood City, CA | 2008–2014

- Delivered audio systems and assets for The Sims franchise in partnership with engineering, design, production, and QA teams.
- Managed cross-functional dependencies across music, dialogue, gameplay systems, and production milestones.
- Directed voice recording sessions and coordinated schedules across internal and external stakeholders.
- Conducted QA validation to ensure system performance, technical consistency, and user experience quality.
- Balanced creative quality, production constraints, and milestone deadlines inside a large-scale entertainment product organization.

SiriusXM Oakland Pride Chapter — Event & Program Lead

2017–2020

- Planned and executed large-scale public events, managing logistics, timelines, volunteers, delegation, and risk mitigation.

Independent — DJ / Music Producer

1999–Present

- Produced music, mixes, events, and creative audio experiences across clubs, games, ads, and independent projects, bringing 25+ years of audience awareness, taste, timing, and creative direction.

SELECTED ACHIEVEMENTS

- Supported multi-million-dollar campaigns for major global brands including Dove, Breyers, Hellmann's, and Expedia.
- Winner/contributor across industry-recognized work including ADDY Platinum, Hermes Platinum, AVA Digital Platinum, Signal, Effie, and related campaign recognition.
- Co-developed immersive-audio strategy frameworks adopted across sales and creative organizations.
- Built repeatable workflows that improved clarity, ownership, and execution reliability across creative and operational teams.

TOOLS & SYSTEMS

Jira, Notion, program tracking dashboards, requirements intake systems, dependency tracking systems, executive presentations, stakeholder reporting, Pro Tools, Logic Pro.

LANGUAGES

English — Native | Korean — Fluent | Chinese — Fluent

TARGET ROLES

Senior Program Manager, Technical Program Manager, Creative Operations Manager, Audio Production Leadership, Strategy & Operations, Media Operations, AI-adjacent Operations / Workflow Systems.