

CLIENT ONBOARDING & WEBCAST GO-LIVE OPERATIONS

Overview

Led client onboarding as the primary customer contact for a high-volume portfolio of live webcasts. Translated implementation requirements into coordinated delivery plans, aligning timelines, vendor activities and cross-functional handoffs, documentation, and final readiness for each scheduled go-live.

Role Focus

Primary customer and operational coordination point from requirements intake through live webcast delivery.

Delivery Scale

APPROX. 35

Live Webcasts Per Quarter

10-15

Remote Technicians Coordinated

10%

Reduction in Event Preparation Time

Delivery Challenge

Every webcast had a fixed launch time, unique customer requirements, and interdependent production handoffs. Incomplete information or missed deadlines could affect staffing, partner activities, technical preparation, and live delivery—requiring one clear coordination point and a repeatable readiness process.

Customer-To-Go-Live Pathway

01 — ALIGN

Confirmed implementation requirements, responsibilities, approvals, and critical deadlines.

02 — PLAN

Converted event needs into production schedules, milestones, technician assignments, and partner actions.

03 — PREPARE

Guided customers through readiness steps while equipping technicians with training, procedures, and event-specific information.

04 — GO LIVE

Closed outstanding gaps, coordinated final handoffs, and maintained operational continuity through scheduled webcast launch.

Technician & Workflow Coordination

Maintained the weekly operating rhythm for a rotating remote production team, including staffing, training, procedural guidance, schedule changes, and ongoing support. Standardized key onboarding, scheduling, and pre-event checkpoints to create more consistent execution across customers and technicians.

Staffing

Training

Scheduling

Support

Outcomes

RELIABLE LIVE DELIVERY

Kept customer, technician, and partner dependencies moving toward fixed broadcast deadlines across a high-volume event schedule.

10% FASTER PREPARATION

More structured scheduling and readiness practices reduced the time required to prepare events for launch.

CONSISTENT TEAM EXECUTION

Shared training and documented procedures created clearer expectations across a rotating group of remote technicians.