

JULIAN JAMISON

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PROFESSIONAL SUMMARY

Senior Web Producer & Content Operations Leader with 10+ years of experience delivering enterprise-scale web experiences, content operations, localization programs, accessibility compliance, and digital initiatives for global organizations, including Apple and Meta. Proven track record leading cross-functional stakeholders, managing complex content ecosystems, optimizing publishing workflows, and driving high-quality launches for worldwide audiences. Combines technical web expertise with program execution, operational excellence, and content governance to deliver scalable digital experiences.

PROFESSIONAL EXPERIENCE

Web Producer IV | Apple, Inc.

2021 – Present | Cupertino, CA

- Own end-to-end delivery of enterprise web experiences supporting Apple University and global learning initiatives, coordinating stakeholders, timelines, content publishing, localization, QA, and launch execution across multiple concurrent programs.
- Manage incoming web requests, prioritize workstreams, align stakeholder expectations, and coordinate delivery across multiple concurrent initiatives.
- Directed localization and launch operations for 20+ enterprise learning experiences across 16 languages, ensuring quality, consistency, and on-time global releases.
- Lead structured quality assurance processes across all releases, including accessibility validation, responsive testing, content verification, regression testing, and launch readiness reviews.
- Serve as the primary operational bridge between content strategists, designers, engineers, localization teams, and business stakeholders, aligning priorities and driving execution across complex initiatives.
- Author and maintain enterprise web experiences using CMS platforms, HTML, CSS, and front-end technologies while ensuring adherence to accessibility, brand, and governance standards.
- Develop and maintain publishing documentation, operational processes, launch checklists, and workflow guidance to improve consistency and scalability.
- Partner with cross-functional teams to identify process improvements, reduce delivery friction, and improve publishing efficiency across content operations workflows.

Web Producer | Facebook (Meta), Inc.

2018 – 2020 | Menlo Park, CA

- Managed digital production and operational delivery for internal web platforms supporting large-scale organizational initiatives and cross-functional teams.
- Led stakeholder requirements gathering, project planning, workflow documentation, and platform enhancements to improve operational efficiency and user adoption.
- Coordinated testing initiatives and feedback cycles with engineering teams, ensuring successful implementation of platform improvements and feature releases.
- Developed operational reporting frameworks using SQL and Tableau, enabling data-driven decision-making for program and business leaders.
- Delivered training, onboarding, and user support programs that improved adoption of internal tools while reducing support overhead.
- Partnered with business stakeholders and technical teams to prioritize enhancements and support ongoing platform operations.

Web Specialist | RealScout, Inc.

2016 – 2018 | Mountain View, CA

- Managed a portfolio of 200+ customer websites while maintaining a 98% customer satisfaction rating through proactive support, issue resolution, and platform optimization.
- Led website migration initiatives involving sensitive customer data, ensuring seamless transitions with zero data loss and minimal operational disruption.
- Served as a technical advisor for customers on website operations, hosting environments, DNS configuration, authentication systems, and third-party integrations.
- Streamlined onboarding and implementation processes, accelerating customer adoption and improving long-term platform engagement.
- Collaborated with internal stakeholders to identify recurring operational challenges and implement scalable solutions.

Web Developer | Freelance

2013 – Present | Mountain View, CA

- Provide digital operations, web platform, and e-commerce consulting services for small businesses, overseeing website strategy, platform optimization, migration planning, and ongoing technical operations.
- Design, develop, and maintain responsive websites aligned with client business objectives and user experience goals.
- Build and optimize Shopify storefronts, including theme customization, product management, checkout configuration, and conversion-focused enhancements.
- Advise clients on hosting architecture, SSL implementation, security best practices, backup strategies, and website performance optimization.
- Deliver ongoing support, maintenance, troubleshooting, and content management services for long-term client engagements

SELECTED ACHIEVEMENTS

- Delivered 20+ enterprise learning experiences localized into 16 languages at Apple.
- Supported digital initiatives for Apple and Meta.
- Managed website portfolios exceeding 200 customer properties while maintaining a 98% customer satisfaction rating.
- Led complex website migrations and platform transitions with zero customer data loss.
- Developed reporting and analytics solutions that improved operational visibility and decision-making.

TECHNICAL PROFICIENCIES

Web Technologies: HTML, CSS, Responsive Design

CMS & Authoring: Enterprise CMS Platforms, Drupal, WordPress, AEM (Familiarity)

Accessibility: WCAG 2.1, Accessibility QA, Alt Text Authoring, Keyboard Navigation Testing

SEO Fundamentals: Metadata Optimization, URL Structures, Redirect Management

Localization: Multilingual Publishing, Translation Coordination, Locale-Specific QA

Analytics & Data: Google Analytics, Adobe Analytics, SQL, Tableau

Project Tools: Wrike, Asana, Airtable, Figma, GitHub

Quality Assurance: Responsive Testing, Link Validation, Content Verification

EDUCATION

Middle Tennessee State University | Kinesiology

Foothill College | General Education