



DUNIA PIÑA

CREATIVE OPERATIONS | PROJECT & PRODUCTION MANAGEMENT WORKFLOW OPTIMIZATION · GLOBAL CREATIVE DELIVERY

Creative operations and project management professional with 4+ years of experience managing complex creative workflows, coordinating cross-functional teams, and supporting global, multilingual content production. Experienced across intake, briefing, prioritization, production, review, QA, and final delivery, with a strong focus on workflow optimization, operational visibility, and process improvement. Systems-oriented and comfortable managing competing priorities across distributed teams while using AI and automation to improve operational efficiency.

 duniapina.com

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CORE COMPETENCIES

Creative Operations
Project & Workflow Management
Intake, Prioritization & Resourcing
Workflow Design & Optimization
Localization & Global Content Operations
Stakeholder & Client Management
Cross-functional Collaboration
AI-assisted Workflows & Automation
Documentation & SOPs
Quality Assurance

HARD SKILLS

PROJECT & WORKFLOW TOOLS

Airtable · Notion · Trello · Slack · Zendesk · Zapier

PRODUCTION & OPERATIONS

Project & Production Management · Workflow Design · Process Improvement · SOP Documentation · Production Scheduling · KPI Tracking · Quality Assurance · Cross-functional Coordination

CREATIVE

Video Editing · Post-production · Visual Storytelling · Content Localization

AI

ChatGPT + Work · Claude · Gemini · Veo · Sora · ElevenLabs

WORK EXPERIENCE

SENIOR PRODUCTION MANAGER | BUNNY STUDIO

June 2024 – Present

- Manage end-to-end creative production workflows from briefing and kickoff through assignment, production, internal and stakeholder review, revisions, approval, and final delivery while coordinating concurrent client workstreams across distributed teams.
- Coordinate assignments across post-production, audio, video, and other creative contributors, aligning production priorities, deadlines, deliverables, and dependencies to keep work moving through the production pipeline.
- Serve as an operational point of contact for enterprise clients and internal stakeholders, translating requirements and feedback into clear production plans and actionable next steps.
- Identify workflow bottlenecks, dependencies, and delivery risks through production analysis and stakeholder feedback; implement process improvements for greater efficiency and consistency.
- Track operational KPIs and performance trends to identify recurring issues, monitor delivery, and support data-informed decisions and continuous improvement.
- Manage multilingual creative production and localization workflows across video, audio, voice-over, and scriptwriting, coordinating production requirements, timelines, contributors, revisions, QA, deliverables, and stakeholder expectations across languages and markets.
- Create and maintain SOPs, production documentation, guidelines, and workflow resources to improve consistency, visibility, and onboarding.
- Partner with Production, Operations, QA, and client-facing teams to resolve production issues, improve workflows, and maintain alignment across stakeholders.
- Integrate AI tools into operational workflows for documentation, meeting synthesis, research, qualitative analysis, and planning, identifying opportunities to reduce manual work while validating outputs for accuracy and quality.

PRODUCTION MANAGER | BUNNY STUDIO

April 2022 – June 2024

- Managed creative production projects from client briefing through final delivery, coordinating timelines, assignments, revisions, approvals, and stakeholder communication.
- Coordinated production work with internal creative contributors, balancing priorities and deadlines across concurrent projects.
- Translated client requirements, briefs, and feedback into actionable production instructions, ensuring contributors had the information needed to execute and maintaining visibility across project stages.
- Monitored progress, identified delivery risks and workflow bottlenecks, and coordinated with relevant teams to resolve issues before they affected timelines.

CUSTOMER EXPERIENCE ASSOCIATE | RAKUTEN KOBO

March 2019 – April 2022

Client-facing role in a global technology/content environment, developing communication, problem-solving, and stakeholder management skills.

AUDIOVISUAL PRODUCTION INTERN | MALVESTIDA

December 2017 – May 2018

Planned, produced and edited video content for social media.

DEGREES



Bachelor's degree in Visual Communication

Universidad Nacional Autónoma de México



Postgraduate degree in Video Editing, SFX and Cinematography

Universidad Nacional Autónoma de México



Video Editing Program

SAE Institute

COMPLEMENTARY CERTIFICATIONS



Foundations of Project Management

Google Career Certificates | 2024



Leadership and Critical Thinking Specialization

Tecnológico de Monterrey | 2023–2024



Directing Short Films and Music Videos

Hermann Neudert / Neuderts Films | 2026



Social Media Content Creation

Malvestida Agency | 2025