

Joshua Harsono

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Hayward, CA
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PROFESSIONAL SUMMARY

An accomplished Enterprise Product Manager with 6+ years working in tech. Hardworking and passionate team player looking to leverage new skills as a Full Stack Web Developer.

PROFESSIONAL EXPERIENCE

Oculus, Menlo Park, CA – *Product Manager, Events*

2015 - 2017

Lead the creation of a new team to stabilize the technical environment of large scale events and tradeshows for delivering high quality Virtual Reality demos to consumers. Managed a staff of 10+ people and provided operational management across the verticals of logistics, IT, and event production: a \$1.5 million operation.

- Expanded the team from 2 to 10 people to meet company's sales goals and marketing strategy. Increased support capabilities from 400 in March 2017 to 1,000 average daily demos at \$2m tradeshow exhibitions by August 2017 with headcount and process improvements.
- Designed a workflow ticketing system for data processing and cataloging support efforts, implemented an inventory management system to keep track of a multi-million-dollar warehouse, and built a post-event reporting system to keep track of event metrics and trending incidents
- Bounded the team's offerings with Service Level Agreements to maintain consistent results and expectations to the customer base
- Designed custom-fit road cases to protect company assets and improve efficiency in deployment of PC's, monitors, and Oculus Rift products
- Implemented a third-party reusable hygiene solution across entire fleet of 400+ Oculus Rift units to improve hygienic safety between Virtual Reality demo guests with an annual cost savings of 80% and reduction in waste from previous single-use solution.

Facebook Inc, Menlo Park, CA – *Product Manager, Event Operations*

2013 - 2015

Oversaw entire product offering among verticals of Onsite Events, Offsite Events, Studio Production, and Event Space Builds. Major accomplishments include:

- Development of new Video Conferencing recording service, scaling from being able to offer the product in only 5 locations to all Facebook offices globally (85 offices)
- Advised on development of new ticketing system, engineered in-house to the team's specifications
- Implementing standardized interview process to grow the team from 15 members in 2013 to 50+ in 2015

SKILLS

HTML5, CSS3, Javascript

Python, Swift

Django, AngularJS

MySQL, NoSQL(MongoDB),
SQLite

Bootstrap, JQuery

REST API's, Web Sockets

Git/Github, Asana, Trello

Microsoft Office Suite, Google
Drive

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- Developed and facilitated onboarding process for new team members in new office locations
- Developed education programs for customers on new technology and produce training materials, including text, video, and facilitating live training sessions

Facebook Inc, Menlo Park, CA — *Lead Audio/Visual Event Technician*

2011 - 2013

Managed day-to-day operations of Audio/Visual Event Operations team

- Coordinated large internal and external facing events, evaluated technology needs and provided the right technology solutions for collaboration and proper staffing
- Focused on expanding the service offerings and personal growth amongst the team

Computer Solutions International, at Genentech, South San Francisco, CA — *Audio/Visual Event Technician*

2009 - 2011

- Video Conference support for Genentech campus in South San Francisco
- Webcast event coordination, production, and post-production
- Setup and operation of audio/visual equipment for special events

PSAV, at Omni Hotel, San Francisco, CA — *Audio/Visual Event Technician*

2008 - 2009

- Basic setup and operation of large and small-scale audio/visual systems for live events
- Troubleshooting and problem solving of hardware and software issues

Yoshi's Japanese Restaurant and Jazz Club, Oakland and San Francisco, CA — *Busser, Runner, Line Cook, Expeditor*

2006 - 2008

- 2006-2007: Front of house staff with in-depth knowledge of complex menu from ingredients to food preparation
- 2007-2008: Critical in opening of new San Francisco location as expeditor for Jazz Club and Main Dining Room kitchens, liaising between servers and kitchen staff to ensure smooth dining service

EDUCATION

Ex'pression College for Digital Arts

Emeryville, CA

2005-2008

Bachelor of Applied Science, Sound Arts

Coding Dojo

San Jose, CA

2018

Certificate of Completion, Triple Black Belt