

DONALD D QUACH

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Senior Technical Project Manager with 6+ years of experience delivering complex, customer-facing technical projects across media, gaming, and broadcast platforms. Proven ability to lead cross-functional teams, manage multiple enterprise clients, mitigate risk, and deliver high-impact solutions in fast-paced environments.

Senior Technical Project Manager @ Akamai Technologies

Apr 2019 – Present

- Led cross-functional teams (Engineering, Product, Operations, Customer Support) to deliver customer-requested initiatives across gaming, media broadcasting, and OEM/reseller accounts, consistently meeting delivery timelines and requirements.
- Managed a portfolio of 8+ enterprise clients simultaneously, serving as primary project owner to drive timelines, manage dependencies, and ensure on-time delivery of customer deliverables.
- Spearheaded a client visibility initiative enabling internal teams to track CDN consumption by region and business unit, improving operational awareness and data-driven decision making.
- Led simultaneous onboardings of newly acquired CDN customers, coordinating across internal teams to ensure seamless platform adoption, service continuity with zero customer churn.
- Proactively identified project risks, resource constraints, and delivery gaps, implementing mitigation plans to ensure smooth execution for live events and ongoing engagements (virtual and in-person).

SKILLS

Project & Program Management

Cross-functional Leadership, Stakeholder Management, Risk Mitigation, Timeline & Dependency Management.

Streaming & Media Technologies

HLS, DASH, SCTE-35 (Basic), Amagi CloudPort, Wowza, Nimble Streamer, AWS Elemental (+MediaLive)

Cloud & Infrastructure - Azure, AWS, S3 Object Store, Self-hosted web environments

Languages - English (native), Vietnamese (bilingual)

PAST EXPERIENCE

Digital Media Coordinator @ JungoTV

Jan 2018 – Apr 2019

- Managed end-to-end app development for SBS (national broadcaster), overseeing delivery of Live Linear and VOD services across Mobile, Web, and tvOS platforms.
- Owned content onboarding operations, coordinating metadata, asset processing, and playout workflows using Amagi CloudPort for cloud-based linear channels.
- Coordinated scheduling and playout for multiple 24/7 linear channels and supported live event cutovers, ensuring seamless transitions between scheduled and live content.
- Coordinated 24/7 global headend delivery of linear feeds, selecting optimal transport methods (Zixi, HLS, RTMP) to ensure reliability and broadcast quality.
- Designed and implemented an automated workflow to capture and distribute daily media assets, reducing manual effort and improving turnaround time for ingest and archiving.

Director of Student Activities @ University of California, Merced

May 2015 – May 2016

- Planned and executed 20+ large-scale campus events within a \$350K USD annual budget, serving a student population of ~7000.
- Owned end-to-end project delivery including budgeting, scheduling, vendor selection, contract negotiation, and on-site execution.
- Negotiated contracts with vendors, agencies, and talent to optimize cost while maintaining high-quality production standards; secured external sponsorships to offset event costs.
- Led and coordinated a cross-functional team of ~20 student leaders across logistics, marketing, design and risk management.

Volunteer - Regional Director @ Theta Tau – Professional Engineering Fraternity

Sep 2018 – Apr 2023

- Provided leadership and strategic guidance to chapter officers across multiple universities, supporting governance, operations, and organizational growth.
- Coordinated regional workshops focused on leadership development, professional skills, and cross-chapter collaboration.
- Served as liaison between national leadership and local chapters, ensuring alignment with organizational policies and initiatives.
- Partnered with other regional and national leaders to implement programs aimed at improving member engagement and retention.

EDUCATION

B.S Computer Science & Engineering @ University of California, Merced

Aug 2011 – May 2017