

EXPERIENCE

Project Lead/Head Writer/Head Developer, [The Antioch Chronicles](#) March 2015–Present

- Conceived and spearheaded project to remaster and conclude [a classic StarCraft/Brood War campaign](#).
- Managed project assets, map production workflow, and team assignments.
- Lead story development meetings to build a satisfying conclusion to a historic campaign.
- Wrote complete first draft of campaign script based on original treatment developed by story team.
- Collaborated with project team to revise and produce [fifteen-map script](#).
- Implemented narrative and gameplay for twelve maps in StarCraft 2 map editor.
- Tested story content and gameplay segments to ensure engaging gameplay experience.
- Worked with team to revise story and gameplay after playtesting.
- Directed voice actors and sound editors, many without experience in the StarCraft setting.
- Recruited, mentored, and managed team of fifteen developers, artists, writers, and testers.
- Instituted and trained team members on project management, version control, and collaboration tools.
- Provide daily feedback and direction for developers and artists during map and mod creation.
- Support StarCraft 2 community by moderating [SC2Mapster.com](#) forums and Discord server.

Chief Operations Officer, [2wāv inc.](#) July 2014–Present

- Work with clients to understand software development needs, create specifications documents for engineers.
- Write and deliver development proposal to potential customer.
- Communicate with customers during development, giving updates and responding to feedback.
- Write [company blog](#), providing insight into 2wāv's philosophy and development practices.
- Develop application frontends in HTML, CSS, and JavaScript.
- Coordinate development efforts of 2wāv engineers across multiple projects.
- Manage daily business operations, including invoicing, payables, payroll, and contracts.

Director of Support Services, [Common Ground Research Networks](#) October 2011–July 2014

- Served as user advocate for [Scholar](#), a writing education application.
- Created all online Scholar help documentation.
- Wrote, narrated, edited, and recorded [Scholar marketing and tutorial videos](#).
- Cultivated client relationships with a geographically and culturally diverse group of customers.
- Managed international customer service team responsible for a peak volume of over 200 customer contacts each day.
- Provided internal support services and training for conference and publishing departments.
- Hired and managed independent contractors as necessary.
- Collaborated with department heads and senior leadership in developing long-term company goals.
- Shaped and edited customer-facing materials with conference and publishing departments.

Operations Manager, [Champaign-Urbana Symphony Orchestra](#) May 2008–June 2010

- Supervised and contracted more than eighty orchestral personnel, including many graduate and undergraduate students.
- Maintained personnel records and provided employee feedback and mentoring.
- Prepared orchestra payroll, hiring, and tax documentation for both domestic and international employees.
- Functioned as main point of contact for orchestra musicians.
- Represented orchestra administration at Musicians' Committee meetings.
- Served as stage manager for all symphony rehearsals and performances.
- Cultivated and managed orchestra volunteers.
- Prepared season budgets and cash flow projections in conjunction with Executive Director and Music Director.
- Developed orchestra staffing plan based on artistic and fiscal requirements.
- Produced Music Director, Executive Director, and Operations Manager selection procedures.
- Collaborated in design and development of marketing materials, including a new website.

EDUCATION

Master of Human Resources and Industrial Relations

University of Illinois at Urbana-Champaign, December 2010

R. Wayne Anderson Family Fellow—awarded for academic merit and work ethic

Bachelor of Music

University of Illinois at Urbana-Champaign, May 2008

University Honors (Bronze Tablet)—awarded to top 3% of graduating class