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Proven Creator Ecosystem and Developer Product Owner

A Recognized Expert in Technical Leadership, Video Game Development, Developer Relations, Developer Programs, and Developer Platforms

Comprehensive experience in leading large, geographically distributed, cross discipline teams in development, deployment, training, support, and education of highly complicated software and hardware. Experience with teams of all sizes and industries, from small independent developers to AAA Game development. Provides a network of relationships with industry contacts working for the biggest names in technology and video games.

CORE COMPETENCIES

Business/Strategic Acumen	Product/Program Management	Technical Leadership
Team Mentoring/Development	Continuous Process Improvement	Developer Marketing
Trade Show Presentations	Community Management	Developer Relations
User Experience Focused	Highly Organized / Structured	Developer Support

EXPERIENCES AND ACHIEVEMENTS

GitHub, Seattle, WA　　　　　　　　　**2/26/2019 – Current**
GitHub.com owned by Microsoft.com
Global Director, Developer Relations

• Programs: Developer Relations, Stars (MVP/Influencer Program), Top OSS Maintainer Outreach,
 1st / 3rd party event presentation and sponsorship , and account management

Launched Developer Relations & account management for the top open source projects on GitHub.com, the world's largest developer community.

- Built & Launched "Top Open Source Maintainer Program", a program providing account management on par with the customer services provided to top enterprise customers to the top open source projects on GitHub.
- Launched Developer Relations team from scratch, including metrics, event sponsorship, Developer Advocates, key programs with dedicated Program Managers, and regional expansion with regional Community Managers. As GitHub's whole audience is developers, the team is built with a focus on Steward Leadership, and on engaging GitHub superfans and force multipliers.
- Launched GitHub Stars program, an 'MVP'/'Influencer' program to scale developer relations and force multiply GitHub's impact by empowering GitHub superfans.
- Helped bring GitHub to regions where it was underrepresented, specifically LATAM, China, and India. Did this through regional tours, strategic hiring, and the use of GitHub Community Advocate program.

Magic Leap, Seattle, WA　　　　　　　**8/1/2016 – 2/25/2019**
Makers of Magic Leap One. Creator.MagicLeap.com
Director, Developer & Creator Relations – Community / Platform / Ecosystem
• Products: Magic Leap One, Creator.MagicLeap.com
• Programs: Developer Support, Developer Training, Developer Marketing, Developer Outreach
Planned and executed the go to market strategy for acquiring, supporting, educating, activating, and retaining developers in the Magic Leap developer and creator ecosystem.

- Built the developer community, learning resources, and developer support organization. Provided actionable feedback, grew careers, did regular staff reviews, increased efficiency, technical ability, and effectiveness. Grew community from 0 to over 6,500 MAU (*in 2 months*), and over 60k registered.

- Product Owner for developer journey at Magic Leap. Lead and delivered on Creator.Magicleap.com including support avenue, forums, learning resources, video content, samples, and social media channels to drive growth.
- Worked with team members and product owners to guide them in creation of product schedules, milestones, and overall plans. Ensured key stakeholders from across the organization were bought in and kept up to date on status and milestones.
- Conceptualizes the Magic Leap developer community, developer education, and developer marketing strategy including training content, support policy, regular cadence of content released to the public, expanding social media channels, and events.
- Drove efficiency across all stages of developer community development, ensuring customer feedback, UX, user testing and market research played a part in all aspect of developer community development and growth. A special focus was paid on written documentation, samples, doc layout, and the content used to get developers up to speed on Magic Leap One.

Epic Games, Cary, NC   9/20/2010 – 7/29/2016
AAA game developer, creators of the Unreal Engine, Paragon, Gears of War, Fortnite and more.
Director, Developer Support & Developer Technology (3/2014 – 7/2016)
Developer Relations Manager (1/2013 – 3/2014)
Technical Support Manager, Developer Community Manager (9/2010 –1/ 2013)
• Products: Unreal Engine 3, Unreal Engine 4, UDN.UnrealEngine.com, UnrealEngine.com (and
  Docs. UnrealEngine.com, Answers.UnrealEngine.com, forums.unrealengine.com), Epic Launcher
• Programs: Developer Support, Developer Training & Education, Engine QA, Developer Marketing,
  Developer Community, Unreal Engine 4 Public & Private Launches (including GDC Demos)
Oversaw the budget and execution of Unreal Engine's worldwide Developer Relations and support program, including training, documentation, sample projects, product feedback, product direction, supporting product development, and community support teams.
- Built and lead the world-wide developer relations and developer support organization. Grew from a team of 2 to a team of over 40 people spanning six offices on three continents. Provided actionable feedback, grew careers, did regular staff reviews, increased efficiency, technical ability, and effectiveness. Exhibits excellent judgment in hiring quality employees – The documentation and QA teams branched off the developer relations team and began to operate as distinct departments.
- Conceptualized the Unreal Engine 4 strategy including roadmap, events, pricing, training content, marketplace content, support policy, and community websites along with the executive team. Drove AAA sales and inspires adoption of Unreal Engine 4 by independent game developers. Grew community from scratch to over 4 million. The community is over 7 million today.
- Acted as Product Manager for Unreal Engine 4, assisting the executive team as well as the production group with feedback from customers to build, identify risks in, and track the roadmap for Unreal Engine development as well as training material development. Worked with executive team to ensure Unreal Engine adoption and success in market segments outside of Epic's core business, including movies, automotive, linear production, and architecture. Regularly communicating status of multiple internal and external teams across the organization, as well as proactively identifying risks and mitigating them to ensure success.
- Traveled to assist AAA game developers overcome technical challenges approximately 40% of the time. Visits ranged from personalized onsite work to resolving technical game development issues and pre-sale demonstrations of the Unreal Engine along with explaining the value proposition. Organized, planned, and staffs game industry events both domestically and internationally to provide the support, visibility, and accessibility to indie game developers interested in UE4. Event present ranges from small technical meetings to discuss implementation of game ideas to multi-story booths with multi-million dollar budgets and over 100 employees.

- Internal champion for a highly polished end user experience for customers that include the biggest AAA game developers, including Microsoft (including The Coalition and Lionhead), Sony (including Sony Bend), Gearbox, 2K (including Firaxis and Irrational), Warner Brothers (including NetherRealms, WB Montreal, and Rocksteady), CCP, Ninja Theory, Riot, and more. Assisted the development team to ensure that the product designed meets the technical and timing needs of customers. Market studies indicate that this advocacy transformed the perception of Epic from a developer unapproachable by smaller game design studios and independent creators to a company that is open, honest, friendly, and highly approachable by all studios and creators.

Emergent Game Technology   **1/26/2009 – 9/17/2010**
Created game development software for games ranging from casual single-player to MMORPG.
Lead Support Engineer / Developer Community Manager
• Projects in HTML, PHP, C, C++, for Windows API, Wii API, Xbox360 API & PS3 API.
• Products: Gamebryo Lightspeed, and Pulse.Emergent.net
• Programs: Developer Support, Developer Community, Developer Training.
- Launched the Gamebryo LightSpeed Game engine and the Pulse.Emergent.net community to support it. Actively supported over 200 evaluations from AA and AAA game developers personally handled 25% of all support.
- Ran https://Pulse.emergent.net, Emergent's developer community site. Managed content creation, community building and customer communication. Tripled community size in post count, read posts, and contributions.
- Lead a dedicated support team, external contractors, with additional help available from the product engineering team. Decreased response time by 50%. Traveled to customer site as necessary. Worked directly with the Technical Directors and Product Managers to define roadmap and execute on it to meet customer needs.
- Taught 3-day training courses on a regular basis both on-site with customers and at Emergent HQ. Built multiple samples to address customer questions and tech developers how to use Gamebryo LightSpeed.

Legendary Studios, LLC   **9/2007 – 9/2009**
Co-Founder, Technical Lead, Producer
• Projects in C++ using Gamebryo for PC, Xbox360 and PS4. XNA for Xbox360, PC, and Zune.
- Founded and ran an independent game studio. Negotiated software licenses, managed day to day operations, attended conferences, responsible for all aspects of operation.
- Lead a team of 12 people in completion of RC Madness, a racing title for XBLA / PSN written C++, and C# on top of Gamebryo, Havok, and Mono.
- Lead a team of 3 in completion of AMS, a networked multiplayer game in the style of Worms written in C#/XNA for the Zune, PC, and Xbox360.

Independent Game Developer – Focus on Games, Tools, and Frameworks   **2000 – 9/2007**
• Projects in C, C++, VB, VB.Net, C#, XNA, Java, JavaScript, PHP, HTML
- Active member and contributor to various developer communities, most notably GarageGames.com, and the Microsoft XNA community.
- Key member of Garage Games "Test Project" a collection of under 30 users with early access to all Garage Games products who provided early/ongoing feedback and contributed to samples / tutorials / documentation. Delivered numerous educational resources to this community, including an entire networked Risk-style game.
- Worked on multiple Point of Sale solutions including Kayak Pools, and POS Solutions Retailer 2008

EDUCATION

Coursework, Computer Science, University of Maryland, Baltimore County, Baltimore, MD