
PRODUCTION STRATEGY & STUDIO OPERATIONS

I create supportive, sustainable environments for full-scale, cross-functional teams to bring their creative visions to life. I partner with creative leadership to turn the what and why into a shipped reality by owning the how, when, and who. I specialize in directing large-scale, globally distributed development organizations, defining clear project goals, managing multi-million dollar budgets, and implementing durable frameworks to ensure sustainable live-service operations.

CORE COMPETENCIES

Live Service Operations • Cross-Functional Leadership • P&L Accountability • Change Management • Roadmap Strategy • Vendor & Licensor Relations • Global Team Leadership • Process Optimization

EXPERIENCE

Production Director, Broadsword Online Games June 2023 – Present
Star Wars: The Old Republic Updates 7.3 – 7.9

- **Studio Transition Leadership:** Led the seamless transition of a globally distributed development organization from EA/BioWare to Broadsword. Established high transparency and trust, resulting in 100% team offer acceptance and zero disruption to live service operations.
- **Roadmap & Strategy:** Reshaped the long-term strategic roadmap to align with a new studio context and strict licensor expectations, successfully delivering continuous content on schedule.
- **P&L & Vendor Management:** Negotiated and established updated vendor and licensor agreements, optimizing multi-million dollar budgets to balance cost with quality and delivery speed.
- **Operational Health:** Fostered sustainable delivery practices that balanced ambitious live-service content goals with team health, retention, and long-term resilience.

Lead Development Director, BioWare Austin March 2017 – June 2023
Star Wars: The Old Republic Updates 5.2 – 7.2

- **Large-Scale Production:** Directed the production of the entire live service development team in support of 30+ major game updates, including the Onslaught and Legacy of the Sith expansions.
- **Studio Operations:** Managed comprehensive development processes, schedules, and multi-million dollar annual project budgets while coordinating with central EA teams and executive leadership.
- **Process Optimization:** Reduced missed sprint commitments across the organization by redesigning Jira hierarchy, significantly improving developer visibility and team sentiment.
- **Risk Management:** Partnered with QA leadership to transition launch status reporting into a confidence-based model, creating precise metrics and stronger alignment between Development and QA priorities.

Development Director, BioWare Austin

July 2014 – March 2017

Star Wars: The Old Republic Shadow of Revan (2014), Knights of the Fallen Empire (2015), Knights of the Eternal Throne (2016) Expansions

- **Cross-Functional Delivery:** Managed production across Content Design, World Building, Audio, Localization, and QA to ship three major expansions on time.
- **Risk Mitigation:** Collaborated with studio stakeholders to navigate acute project risks – including key leadership departures and mandatory scope revisions – while keeping delivery on track.
- **Quality Initiatives:** Partnered with Design leadership to implement a studio-wide Peer Review process, strengthening the quality of narrative content and fostering cross-discipline feedback.
- **Audio & Pipeline Ownership:** Took complete ownership of the voice-over and localization pipelines. Executed complex recording phases against strict budget and schedule constraints while auditing and significantly improving cross-discipline localization processes.

Associate Producer, BioWare Austin

September 2013 – July 2014

Star Wars: The Old Republic Galactic Starfighter Digital Expansion (2013)

- **Asset Pipeline Management:** Managed the recording, mastering, and integration of 20,000+ voice-over lines featuring dozens of actors across multiple global locations.

EDUCATION

INDIANA UNIVERSITY, Bloomington, IN (2007-2011)

Bachelor of Science, Recording Arts. Minor, Informatics.