

WOULFE CONDRA

PRODUCTION • COMMUNICATIONS • TEAM-BUILDING

SUMMARY





Professional factotum and wearer-of-many-hats with an eye for creative excellence, driven to create meaningful and memorable experiences that bring joy to others.

A service-oriented leader, able to cultivate trust, forge strong bonds, and guide teams to new personal and professional milestones. Welder of acknowledgement and empathy. Treats people like people.

Motivated by an unending curiosity. Always seeking ways to iterate or improve on what was done before, believing strongly in the philosophy behind *kintsugi* and its broader application to personal growth.

Author of a growing children's fantasy book series, with 3 completed stories and more in development.

WORK EXPERIENCE

-  **Live Producer**
Funcom Oslo, Norway
2022
↓
Present
- Led team of 7 coders and 2 designers that rolled out brand-new monetization model on Conan Exiles, with continued GaaS, live-development, and content updates on a 3-month release cadence.*
- Increased available time for design-iteration and bug-fixing in development cycles by 30%
 - Alleviated tribal-knowledge pitfalls and liabilities across development, design, and art teams
 - Streamlined bug triage process, decreasing hotfix scope and deployment times by 25%
 - Created, implemented, and maintained development roadmap and scope documentation
 - Spearheaded cross-disciplinary development and career advancement of directly reports
 - Established and managed server farms, operational status, and communications for Dune: Awakening betas and playtests
 - Implemented regular milestone check-in meetings between cross-studio development leads
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-  **Producer**
Avalanche Studios Group Stockholm, Sweden
2020
↓
2022
- Established, led, and developed the shared-services team; a group of 22 project-agnostic employees supporting the competing needs and priorities of 6 active and in-development projects.*
- Audited and adjusted shared-resource allocation policy to reduce cross-project resource cannibalization
 - Implemented new post-mortem and retrospective formats for development teams, increasing actionable feedback by > 100%
 - Navigated team of remote and otherwise isolated employees through the turbulence and uncertainty of a global pandemic
 - Established release management craft group; an inter-discipline space for sharing techniques, strategy, and furthering professional development
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-  **Community Manager (Contract)**
Facebook Gaming Seattle, USA
2019
↓
2020
- Established the Facebook Gaming community team, hiring, onboarding, and training a group of 8 community managers in 6 months.*
- Co-authored knowledge database detailing > 500 expected support scenarios each with step-by-step instructions to resolve them
 - Created issue severity and escalation protocols to optimize support resource allocation and ticket response times
 - Developed community sentiment and “top issues” report format
 - Authored 10 hiring and training test-cases to assess community manager aptitude and identify potential areas of professional development
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-  **International Event Operations Consultant (Contract)**
Microsoft Redmond, USA
2019
↓
2019
- Managed planning, set-up, and execution of global event activations for the Aspire Team, overseeing events in China, Germany, India, Israel, and the USA.*
- Reduced international logistics expenses ~40% by utilizing local vendors
 - Scoped, organized, and managed event activations across international borders and time zones
 - Raised accuracy in attendance reporting from 85% to 97%
 - Managed team of 50 event staff for set-up, execution, and tear-down of activations

PERSONAL



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U.S. Citizen – Oslo, Norway
Open to Relocation

HIGHLIGHTS

10 Years experience as a team-leader and people-manager

Founded “Adopt-A-Hunter”; an accessibility and inclusivity focused gaming community with ~20,000 members at its peak

3 Shipped titles

- Second Extinction
- The Angler: Call of the Wild
- Metal: Hellsinger

PROFICIENCIES

JIRA, Confluence

Content and Roadmaps

Medieval Melee Combat

Agile Project Management

Iterative Process Optimization

Player-Focused Problem Solving

Leaderless Communication Strategy

Tabletop Role-Playing Game Design

EDUCATION

2010-2013

Business Communications

Texas Tech University

2009-2010

Playwriting and Screenwriting

Savannah College of Art and Design

INTERESTS

