

T. RILEY GARRETT

Senior Program Manager | Technical Product Operations | Gaming, Live Ops, Community Systems

CONTACT

Cary, NC | 404-354-4343 | t.riley.garrett@gmail.com
linkedin.com/in/trileygarrett | github.com/Chromeninja | ChromeNinja.com

PROFESSIONAL SUMMARY

Senior program manager and technical operations leader with 13+ years in gaming, customer experience, e-commerce operations, live event production, community platforms, and military airfield operations. Known for turning ambiguous, distributed work into clear roadmaps, requirements, launch plans, operating rhythms, risk controls, and repeatable systems. Career includes 45+ Ubisoft game credits, global player-facing platform work, VR event operations serving 54K+ players, and community tooling for a 40K-member Discord ecosystem.

SKILLS

Program Management: Roadmaps, release planning, milestones, dependency tracking, risk management, decision logs, status reporting, change management

Product Operations: Product requirements documents, user stories, acceptance criteria, customer journeys, voice of customer, user research, launch readiness

Operations Leadership: Support automation, process improvement, runbooks, escalation paths, incident coordination, service readiness, ticket-volume reduction

Community & Events: Live operations, convention production, staffing, volunteer and contractor operations, moderation systems, community analytics

Tools & Technology: Jira, Confluence, Salesforce, Tableau, Power BI, Microsoft 365, SharePoint, Teams, GitHub, Docker, PostgreSQL, SQLite, Python, TypeScript, Node.js, Discord, Perforce, AI workflow tools

PROFESSIONAL EXPERIENCE

Happy Manic / Nope Challenge | Producer | Oct 2025 - Present | Remote

- Produce Meta Quest VR feature delivery across roadmap planning, Jira priorities, estimates, backlog management, Perforce workflows, quality assurance alignment, deployment support, and daily development coordination.
- Run beta and community testing loops with 30+ testers, converting player feedback, bugs, and community signal into actionable priorities for mixed-reality and hand-tracking features while helping maintain a 4.5+ player rating.

VR Villa | Producer / Event Operations Systems Lead | 2024 - Present | U.S. Conventions

- Led and supported 60+ VR events within a broader 100+ activation program that served 54,094 players, delivered 76,256 game sessions, and generated 39,375 gameplay hours from 2018 through Jan. 2026.
- Built Event Ops Manager to replace Google Forms and Sheets with live metrics, structured player records, digital waivers, automated game selection, queue and status visibility, and staff coordination.
- Reduced guest check-in from roughly 3-5 minutes to 1-2 minutes, removed 1-2 minutes of manual game-selection support per user, and reduced 30-60 minutes of post-event data cleanup per event.
- Supported game selection and event operations for VR content from 60+ studios while maintaining 80% average utilization and serving audiences where 28% of players were new to VR.

ShepherdTech | Founder / Business Solutions Architect | 2024 - Present | Cary, NC / Remote

- Lead discovery, technical planning, project coordination, vendor alignment, documentation, and client delivery for IT modernization, Microsoft 365, endpoint operations, security tooling, and cloud infrastructure work.
- Coordinated a 6-week AWS backend modernization workstream covering Firebase-to-AWS migration planning, authentication hardening, Redis rate limiting, logging and tracing improvements, Docker updates, and safer deployment automation.
- Supported Windows and Linux endpoint deployment, Teams and SharePoint configuration, Outlook and account support, software-as-a-service access, identity workflows, and operational handoff documentation.

North Carolina Air National Guard | Air Traffic Controller / Landing Zone Safety Officer | 2013 - Present

- Serve across 15+ years of military service in high-pressure airfield and expeditionary operations spanning air traffic control, landing zone safety, air advising, combat airspace coordination, readiness, welfare, and unit-level leadership.
- Support a squadron of 90+ members across 17 Air Force specialty codes with readiness, communication, issue escalation, leader support, and practical Microsoft 365 workflow improvements.
- Modernized unit network-share workflows into OneDrive, SharePoint, and Teams with role-based access, calendars, governance, and USAF-aligned security practices.

Ubisoft | Senior Program Manager, Customer Experience / Platform Operations | 2013 - 2024 | Raleigh, NC

- Advanced through 7 roles over 10+ years, moving from frontline player support into Senior Program Manager ownership for Ubisoft Help, customer experience research, e-commerce operations, and platform operations.
- Supported worldwide customer operations across Ubisoft Help, Store, Ubisoft+, cloud gaming, launch readiness, and support workflows for a player-facing portfolio spanning 100+ games and products.
- Coordinated Ubisoft Help roadmap and delivery work across 100+ stakeholders and 20+ teams, translating customer experience, product, legal, vendor, support, user experience, and engineering needs into requirements and release plans.
- Partnered with 500+ internal and external stakeholders across Ubisoft, NVIDIA, Logitech, AMD, Best Buy, Technicolor, platform partners, vendors, and operational teams throughout a 10+ year Ubisoft career.
- Reduced overall e-commerce support ticket volume by 30% by leading support-side requirements, reporting, user research, bug triage, and stakeholder alignment for Ubisoft Store and Ubisoft+ refund and cancellation workflows.
- Managed, coached, and developed 30+ global customer experience specialists while establishing operating rhythms, escalation paths, performance support, feedback loops, and documentation standards.
- Credited on 45+ Ubisoft game releases across Customer and Technical Support, Marketing, and Public Relations functions while supporting global player-facing operations, launch readiness, and service workflows.

LEADERSHIP AND COMMUNITY SYSTEMS

TEST Squadron | Director of Operations & Community Strategy / Platform Systems Lead | 2020 - Present

- Built and operate a Discord community management platform for a 40K-member Discord ecosystem tied to a 24K-member Star Citizen organization, supporting verification, role workflows, moderation tooling, voice-channel lifecycle management, live metrics, and staff operations.
- Verified 1,547 users through automated Discord workflows, saving an estimated 50+ staff hours by reducing manual verification time by roughly 2 minutes per user.
- Supported 30+ staff users with role-scoped tooling, automated weekly org-membership rechecks across 1,500+ users, and privacy-conscious analytics for moderation, onboarding, and community management decisions.

Bar Citizen International (NPO) / Quantum Vegas 2955 | Chief Operating Officer / Co-Producer | 2024 - Present

- Co-produced Quantum Vegas 2955, a Star Citizen community convention at AREA15 with 220+ ticket sales, 20+ volunteers, 20+ sponsors, content creators, special guests, and Cloud Imperium Games developer participation.
- Coordinate nonprofit organizer support through documentation, event discovery, process standards, tooling direction, community coordination, developer relations, sponsor alignment, and on-site issue resolution.

EDUCATION

Associate of Applied Science (A.A.S.), Air Traffic Operations and Management | Community College of the Air Force
Professional Military Education: NCO Academy, Air Advisor, Combat Airspace, Airman Leadership School