

T. Riley Garrett

Cary, NC 27519 | (404) 354-4343 | T.Riley.Garrett@gmail.com linkedin.com/in/trileygarrett
GitHub.com/Chromeninja/

SENIOR TECHNICAL PROGRAM MANAGER | BUSINESS SOLUTIONS ARCHITECT

Senior leader with 14+ years across the military, AAA gaming, NPOs, and startups. I ship user-experience platforms and automations that cut costs and raise KPIs. I align cross-functional teams from inception through launch and beyond. **Active DoD Secret clearance.**

Highlights:

5–15% self-service deflection, **~30%** ticket reduction via refunds automation, **4.5+** CSAT, **~15%** conversion lift, **19k+** annual event throughput.

CORE COMPETENCIES

Program/Portfolio/Org Leadership | Alignment & Exec Comms | Process & Ops Optimization | CX & E-commerce Ops | Data & Analytics | Vendor/Partner Management | Team Building & Mentorship

TOOLS & TECH

Microsoft 365/Teams/SharePoint (admin) | Salesforce | Jira/Confluence | Miro | Tableau | Power BI
Google Apps Script | AWS | Google Cloud | TypeScript/JavaScript | Python | CSS | PostgreSQL

SELECTED IMPACT

- **Self-service:** Launched Ubisoft Help Contact Flow → 5–15% contact deflection and faster time-to-solution.
- **Refunds automation (Ubisoft Store):** Moved processing from ~30 minutes to instant; reduced tickets ~30% while sustaining 4.5+/5 CSAT.
- **Team performance:** Managed 30+ global CX specialists; avg resolution <10 min; responses within 24–48h to meet SLAs.
- **Conversion:** Used Salesforce/Tableau/Power BI to fix/identify funnel bottlenecks → ~15% lift from free-to-paid.
- **Community at scale:** Re-architected operations for TEST Squadron (23k members); onboarding + Discord automation improved engagement.
- **Military modernization:** Migrated decade-old network share to OneDrive/SharePoint/Teams with role-based access for 90+ nationwide members; aligned to USAF security standards.

EXPERIENCE

ShepherdTech — Founder & Business Solutions Architect | Sep 2024–Present | Cary, NC (Remote)

- Ran client discovery → roadmap → feature definition; delivered software and hardware deployments.
- Administered **Microsoft 365/Teams/SharePoint**; designed governed spaces/workflows to reduce handoffs.
- Integrated **Okta, Hudu, Miro** to unify identity, knowledge, and collaboration.
- **Backend revamp:** migrated workloads **GCP** → **AWS**; refactored **TypeScript** services; executed **PostgreSQL** migration; set up CI/CD and ops runbooks.

VR Villa — Product Manager, Event Operations | 2023–Present | U.S. (Conventions)

- Planned and ran 4–6-day shows with **25+** staff and **90 headsets**, serving **1–2k** attendees/event; ~75% volunteer staffing across **40** conventions/yr.
- **2024 results:** 19k players, 23k sessions, 12k gameplay hours, 27% new to VR, 80% utilization, 3k sq ft avg room; **2025 target:** $\geq 15\%$ growth.

Ubisoft — Senior Program Manager, Customer Experience | 2013–2024 | Raleigh, NC

- Led design and global rollout of **Ubisoft Help** → **5–15%** deflection and faster multi-channel resolution.
- Owned CX tooling & ops (refunds/disputes, tech issues, product support); shipped **refund automation**.
- Facilitated quarterly strategy workshops across Dev, UX, Marketing, Legal, and external agencies.

North Carolina Air National Guard — Air Traffic Controller & Leadership | 2010–Present

- Air Advisor/Landing Zone Safety Officer; Additional-Duty First Sergeant supporting readiness and welfare for a squadron of **~91** members across **17** AFSCs.
- Participated in last-minute WW missions as an LZSO, coordinating with multinational aircraft and ensuring safe operations under compressed timelines.
- Led the network drive → **OneDrive/SharePoint/Teams** migration (governance, calendars, access).

LEADERSHIP & COMMUNITY

TEST Squadron (23k members) — Director of Operations & Community Strategy | 2020–Present

- Vet and onboard new members; maintain standards through moderation and escalations.
- Built Discord bots for role automation, analytics, and risk scoring to detect espionage attempts.
- Monitor community health with analytics bots; apply risk assessments to surface potential infiltration risks.
- Lead ongoing events, partnerships, and member engagement.

Bar Citizen International (NPO) — Events & Partnerships Lead | Ongoing

- **Bar Citizen North Carolina:** Plan/host quarterly meetups; coordinate venues, donations, and outreach to grow community and brand.
- **Quantum Vegas 2025 (Co-Producer):** Community-run Star Citizen convention at Area15 Las Vegas (~250 attendees). Managed outreach, sponsorships, creator engagement, and logistics; delivered a full-day program with CIG speakers plus a kickoff meetup.

EDUCATION & TRAINING

Associate of Applied Science (A.A.S.), Air Traffic Operations and Management, CCAF

Military Leadership & Management Training: NCO Academy, Air Advisor, First Sergeant School, Senior NCO Academy, Airman Leadership School