TRENT WOOD

PROJECT COORDINATOR

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EMPLOYMENT

343 Industries, *Halo Support Project Coordinator (Contract)*   Nov. 2023 - Current
- Shipping cross-platform updates for multiple Halo products, including content updates, events, playlist refreshes, and hotfixes
- Bridging the communication gap between development teams and support agents to address and resolve product issues
- Leading daily triage meetings with the Halo Support Team to manage player-reported issues
- Streamlining triage efficiency, enhancing support agent knowledge, and improving audit practices through process innovation
- Preparing and sharing briefings on updates and Twitch Drops to enhance agent readiness for Halo releases and events
- Auditing player reports to ensure data accuracy, improve support quality, and resolve issues
- Creating spreadsheets to categorize and document player-reported issues by feature and platform for developer investigation

Digital Extremes, *Production Coordinator - External Projects (Contract)*   Nov. 2022 - May 2023
- Assisted with release management for Wayfinder, contributing to the successful launch of four closed betas
- Collaborated with cross-discipline partners to monitor tasks and critical dates for releases
- Developed and implemented scalable spreadsheets to track developer tasks and important dates
- Documented production processes in Confluence, creating a comprehensive knowledge base for future projects
- Assisted with the localization of player invite emails, implementing translated text into the admin tool for mass distribution

Turn 10 Studios, *Test Associate III - Forza Motorsport (Contract)*   Aug. 2021 - Nov. 2022
- Represented QA within a feature team, actively engaging in standups, sprint planning, bug triages, and sprint retrospectives
- Ensured timely feature delivery through effective communication with cross-functional partners, boosting team velocity
- Ensured high-quality game features by validating backlog items with exit criteria tests
- Developed and implemented test cases for specific features, enabling detailed quality reporting by testers
- Assisted developers, producers, and testers by actively engaging in bug investigations

The Pokémon Company International, *Test Associate II - Pokémon TCG Live (Contract)*   Nov. 2020 - Aug. 2021
- Led groups of testers in completing assigned tasks and test sessions, recording and distributing results
- Acted as a bridge between the test team and developers, providing updates on build status and incoming features
- Collaborated closely with test leads to enhance testing processes by identifying redundant or obsolete test cases
- Supported fellow testers with bug investigations and participated in group playtest sessions to assess game feature quality
- Filed various bugs in Jira, documenting issues with clear reproduction steps, relevant attachments, and accurate descriptions

SKILLS

GAME DEVELOPMENT: Cross-discipline Communication, Agile, Scrum, Certified ScrumMaster (CSM), Documentation, Organization, Time Management, Multiplatform Development, Technical Support, Game Publishing, Release Management, QA, Leadership
SOFTWARE: Jira, Confluence, Azure Devops, Microsoft Power BI, Microsoft Office Suite, Zendesk, Google Workspace, Favro, Asana, Perforce, Visual Studio, Slack, Xbox Manager, Unreal Engine, Unity
PLATFORMS: Xbox Series X, Xbox Series S, Xbox One, PlayStation 5, PlayStation 4, Windows PC, macOS, Android, iOS

EDUCATION

Academy of Interactive Entertainment (AIE), Advanced Diploma, Game Design and Production   2018 - 2020

South Seattle College, Associate of Arts Degree, General Studies   2015 - 2017