

Brian Ward

Contact Info

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Project Experience

Torchlight (Xbox, Linux)

Torchlight II

Hob

Camelot Unchained

Final Stand: Ragnarök

Education

Berklee College of Music

Boston, MA (Sept 2006 - Jun 2008)

Skills

Web Design, HTML, CSS, JavaScript, PHP, Laravel, Python, C#, Objective-C, Swift, Bash, Zsh, Xcode, Visual Studio, JetBrains Rider, Graphic Design, Sketch, Photoshop, Illustrator, Music Composition, Git, Jira, Windows, Mac, Linux, Writing Support Articles, PR, Spreadsheets

Work History

Unchained Entertainment — Build Manager

Bothell, WA; Remote (Jan 2018 - Present)

- Primary individual responsible for performing regular deployments of games to dev and production environments.
- Developed tools in C# and Python to sync/maintain server configs on ZooKeeper and Etcd data stores.
- Maintenance of server clusters known as shards, including re-imaging and regenerating infrastructure via Terraform, promotion of builds, keeping shard configs and MongoDB feature flags in sync. Managed and deployed queued changes.
- Held a variety of additional responsibilities, including QA and serving as Community Manager for the studio.

Runic Games — Community Manager

Seattle, WA (Jun 2010 - Dec 2017)

- Point of contact for the community via the official Forums and Discord. Served as Customer Support Lead, managing a team of agents in the wake of product launches. Authored/maintained knowledgebase articles and other documentation.
- Designed print flyers, YouTube thumbnails, and social media assets using Sketch, Photoshop, and Illustrator.
- Planned events, contests, and design of trade show booths.
- Product development and sourcing with third-party vendors for Runic's Merch Store.
- Headed design for Runic's 2017 refresh of all of its web properties. Made wireframes, selected typography and colors, curated art assets. Did various implementation.
- Built a media sharing platform with social aspects from the ground up for the Runic Games art team, called *Artbook*. Developed in PHP, Laravel, and JavaScript.

CompuCom @ Microsoft — Product Feedback Analyst

Sammamish, WA (May 2009 - Jan 2010)

- Reviewed customer support logs for the purpose of extracting metadata about the call for improvement of CS and agent processes. Key area of specialty: Windows Vista third-party applications.