

# DEREK FRENCH

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## CAREER OBJECTIVE

Experienced and versatile development lead looking for new challenges in software development in a product management position with a customer-focused, diverse, and dynamic company.

## CORE QUALIFICATIONS

**Product Manager** with over 18 years of experience, having shipped thirteen titles in the video game industry to millions of customers. Excels at providing technical analysis and team support in the areas of development, publishing, and user experience. Passionate about improving the customer experience within software.

## AREAS OF EXPERTISE:

Software Development | Team Lead | User Experience  
Technical Architecture | Technical Design and Planning | Technical Troubleshooting

## SKILLS SUMMARY:

**Tools:** JIRA, Confluence, Perforce, Slack  
**Languages:** Python, C#, PHP, HTML, MySQL  
**Methodologies:** Agile, Scrum, Waterfall

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## PROFESSIONAL EXPERIENCE AND SKILLS

### Technical

- Provided emergency support for live incidents to The Sims 4 and Apex Legends PS4 teams resulting in rapid resolution of customer facing purchasing problems
- Managed the technical requirements for the legal, publishing, and marketing aspects of title development and was a trusted authority in these areas
- Took ownership of the Windows version of the Mass Effect Trilogy publishing project and delivered on time and with minimal issues
- Took ownership of republishing five previous BioWare titles on the Steam digital sales platform and freed up EA central publishing for other title work
- Completed the redesign and architecture for the BioWare Installer version 2 and the downloadable content installer providing a better and more flexible installation system for both customers and developers
- Designed and architected the BioWare Installer, utility systems, and internal updater to free up internal developers and create a reusable, data driven solution for future projects
- Designed and architected the BioWare community site, master server, game updater, patch installer, downloadable content security, and download manager systems; these systems were some of the first of their kind for BioWare and other titles of that era

### Leadership

- Helped form the new Studio Operations (later renamed Developer Publishing Support) team at BioWare
- Established and led the Live Team for launch and post-release support of early BioWare titles
- Led the Live Team through three title releases

**Customer Relations**

- As a member of the Developer Publishing Support team, acted as the face of BioWare to central EA teams such as certification, publishing, legal, and marketing
- Established excellent working relationships with EA central teams
- Supported game teams by being the single point of contact for all EA central teams and platforms such as Sony and Microsoft
- Recognized as a knowledgeable and reliable contact for both BioWare game teams and EA central teams
- As a member of the Live Team, worked with external development contractors for two titles
- As a member of the Live Team, provided direct customer support for early BioWare titles
- Managed a dedicated Customer Support representative for 5 years

**User Experience**

- Acted as the Production Coordinator for User Experience Research for our last title
- Passionate about the user experience and consulted with many groups within BioWare and EA on changes and improvements
- Advocated for accessibility improvements for color blind customers and others with physical limitations
- Recognized for expertise on the Windows versions of BioWare titles

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**EMPLOYMENT HISTORY****Technical Producer/Product Manager**

BioWare, a division of Electronic Arts

2000 - 2019

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**EDUCATION AND PROFESSIONAL DEVELOPMENT****Introduction to Cyber Security**

Mount Royal College, in progress

2019

**Angular 8**Udemy, online, <https://www.udemy.com>, in progress

2019

**C# Programming, Levels I – III**

Northern Alberta Institute of Technology

2016

**Game Developers Conference Presentation: The BioWare Live Team**

2008

**Honours Diploma, Computer Systems Technology**

Northern Alberta Institute of Technology

1994

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**PERSONAL PROJECTS**

- Raspberry Pi weather station
- Movie Library web site
- home Linux firewall