

# Will Moody

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## PROGRAM & OPERATIONS MANAGER | CONTENT, PUBLISHING, & KNOWLEDGE OPERATIONS

Technical Program & Operations Manager with 9 years at Riot Games running cross-functional content and publishing delivery across League of Legends, TFT, Legends of Runeterra, Wild Rift, and Arcane. Designed and stood up a new Lead Coordinator role at zero incremental headcount cost, architected a 128+ guide knowledge base that drove a 30% increase in adoption, and built onboarding programs adopted into an org-wide production curriculum. Operates as a steady operational bridge across Engineering, Product, Design, and QA partners through high-velocity release cycles.

### AREAS OF EXPERTISE

Cross-Functional Program Delivery | Knowledge Management | AI-Assisted Workflows  
Workflow Automation | Organizational Design | Workload & Capacity Planning | Risk Mitigation  
CMS Architecture (Contentstack, Sanity) | Information Architecture | Jira | HTML/CSS & JavaScript

### PROFESSIONAL EXPERIENCE

#### SUPERVISOR OF CONTENT PUBLISHING | RIOT GAMES | MERCER ISLAND, WA

March 2023 – April 2026

- Identified a structural gap in team operations, designed and pitched the Lead Coordinator role from scratch, and implemented a new organizational layer at zero cost, defining its escalation paths and decision ownership while improving cross-team coordination across 40+ campaigns annually and creating a growth path for direct reports.
- Architected and launched a scalable, self-serve knowledge base of 128+ technical guides that drove a 30% increase in adoption, enabling product partners to self-serve on SLAs and deliverable specs rather than escalating.
- Built comprehensive onboarding programs that cut new-hire ramp time and aligned incoming team members with production workflows, sprint cadences, and cross-functional norms, contributing SME content to an org-wide production curriculum adopted across multiple teams.
- Partnered with platform Engineering to improve content models, retire a legacy CMS channel, and centralize operations under a unified workflow, eliminating bottlenecks and improving content delivery predictability across multiple game titles.
- Designed a modular information architecture that replaced monolithic documentation with reusable components, and re-architected ad-hoc access management into a streamlined request-and-approval workflow with automated notifications.
- Contributed to a workload-capacity audit that surfaced unsustainable team load, collecting and verifying task data that informed leadership's decision to implement capacity caps and reallocate vendor budget ahead of Arcane Season 2.

#### WEB CONTENT STRATEGIST | RIOT GAMES | LOS ANGELES, CA

October 2019 – March 2023

- Ran cross-functional delivery across multiple simultaneous global launches (Legends of Runeterra, Teamfight Tactics, Wild Rift, Arcane Season 1), translating campaign strategy into sprint-level publishing plans and release schedules across PC and mobile to ship on time and at quality.
- Became the go-to operational liaison between global product teams and 20+ regional publishing offices, building trust across cultural and organizational boundaries to turn misaligned priorities into cohesive international campaign plans, with partners proactively requesting continued collaboration.
- Designed and shipped automated workflow tools, including a programmatic deliverables checklist, that reduced manual handoff errors, cut operational friction, and gave cross-functional stakeholders real-time visibility into production status.
- Created and facilitated cross-functional pipeline workshops for incoming product managers and global publishing partners, establishing shared best practices that maintained delivery quality during a period of rapid organizational scaling.

#### WEB CONTENT ASSOCIATE | RIOT GAMES | LOS ANGELES, CA

April 2017 – October 2019

- Delivered zero-defect, globally synchronized content deployments for Riot's highest-visibility events, including League's 10-Year Anniversary livestream, Mid-Season Invitational, and Worlds, coordinating across all regions under tight deadlines with no margin for error.
- Designed and deployed a custom QA tool that promoted ease of content verification against quality and regulatory standards, and authored the HTML for the inaugural Teamfight Tactics Gameplay Guide, which became the global authoritative player resource through the game's beta phase.
- Identified and escalated critical risks during an enterprise-wide CMS migration by submitting detailed bug reports and feature requests, directly contributing to a smooth transition and successful relaunch of the League of Legends web ecosystem.

### SELECTED PROJECTS

#### THE CARRY NETWORK | FOUNDER & BUILDER

carry.global · 2026

- Conceived, built, and launched a verified professional-network platform for Riot Games alumni end to end by directing AI coding agents, implementing OAuth and magic-link authentication, an asymmetric alumni/recruiter trust model, an automated email lifecycle (Make.com, Resend), and a staged rollout to 46 verified members, instrumented for outcomes.

### EDUCATION AND CERTIFICATIONS

#### Troy University, Troy, AL | B.S. Communication Arts, Broadcast Journalism

May 2011

Google Project Management Professional Certificate

(in progress, 2026)

Front End Web Development Certification, FreeCodeCamp

(2016)