# **Chad Martin**

**Senior Producer & Technical Strategist** | Xbox | Microsoft | Hanson Consulting Group

## **Featured Projects**

- **Copilot Playground** Al-powered support platform enhancing user assistance through natural language processing.
- **Hellblade II** Gaming support ecosystem with immersive content and community engagement.
- **Xbox Support Hub** Unified portal for global Xbox support users integrating knowledge base and live assistance.

## **Experience**

### **Producer - Xbox | Microsoft | Hanson Consulting Group**

Jun 2014 - Present · Kirkland, WA

Producer and systems strategist for Xbox Support, leading CMS migrations, Al-powered workflows, and support content delivery across platforms.

## Web Producer - Xbox | Microsoft

May 2010 - Jun 2014

Managed Xbox content publishing, QA, and CMS coordination across global teams.

#### **Web Producer - Microsoft**

Feb 2009 - Jun 2010

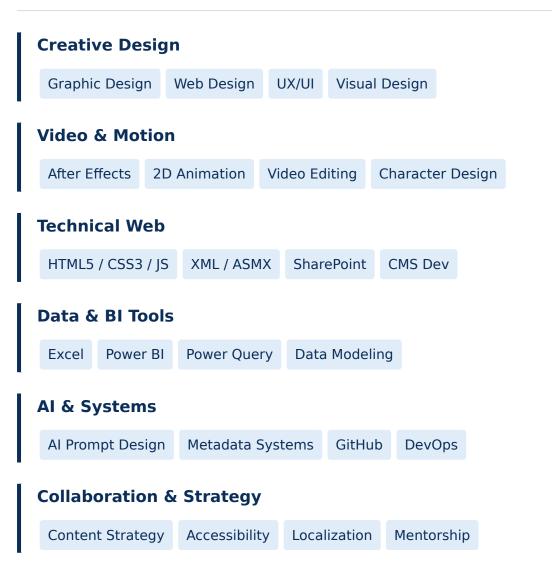
Built internal SharePoint sites, templates, and communications for enterprise teams.

#### **Additional Roles**

1998 - 2009

Worked in metadata systems, media tagging, graphic design, and technical QA across multiple digital media companies.

## **Skills**



### **Awards & Accolades**

### Microsoft Impact Award - UX & Platform Innovation

February 2024

Awarded for leadership in the Compass-to-Campsite CMS migration.

### Recognized for:

- Platform migration affecting millions
- Global content publishing enhancements
- Cross-org collaboration
- Recognition by Satya Nadella

### **Hanson Consulting Group - Superhero Award**

December 2022

Excellence in leadership, collaboration, and creative problem solving.

Superhero Award named after Hanson's motto:

- Geeks
- Nerds
- Geniuses
- Superheroes

We're here to save the day.

### **Education**

#### **Art Institute of Seattle**

Associate of Applied Arts, Video Production 1995 - 1997

#### **University of Alaska Fairbanks**

Broadcast Journalism 1993 - 1995