

Chad Martin

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

Featured Projects

- **Copilot Playground** – AI-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, AI-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

Creative Design

Graphic Design Web Design UX/UI Visual Design

Video & Motion

After Effects 2D Animation Video Editing Character Design

Technical Web

HTML5 / CSS3 / JS XML / ASMX SharePoint CMS Dev

Data & BI Tools

Excel Power BI Power Query Data Modeling

AI & Systems

AI Prompt Design Metadata Systems GitHub DevOps

Collaboration & Strategy

Content Strategy Accessibility Localization Mentorship

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