

ALPHIN CHACKO

GAME PRODUCER | MOBILE PRODUCTION - F2P & LIVE-OPS



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Bengaluru, India

With 6+ years of experience in mobile game development, delivering casual and hybrid-casual games from concept to global launch. Currently owning **production execution, Live-Ops, release management**, and cross-functional coordination for Android and iOS titles at Super Huge Studios. Known for **on-time delivery**, strong follow-ups, **risk and crisis management**, and building scalable Agile pipelines for testing new games and live games.

PROFESSIONAL EXPERIENCE

Super Huge Studios

Game Producer | QA Lead
Dec 2022 – Present

Owned end-to-end production for 4 mobile games across casual and hybrid-casual genres, managing 0 → 1 rapid iteration pipelines and live operations, delivering **53+ releases** and 60+ A/B tests across Android and iOS.

- Drove stakeholder management by aligning design, engineering, art, QA, marketing, and publishing partners on priorities, timelines, and release readiness across multiple live projects.
- Owned **product roadmap** alignment by coordinating feature scope, Live-Ops cadence, content delivery, and release plans to meet product goals and publisher expectations.
- Led planning and maintenance of the **Live-Ops calendar**, including events, mini-games, and monetization offers such as season passes and VIP subscriptions.
- Built a rapid **hybrid-casual production pipeline**, enabling 0 → 1 development and release **within 2–3 weeks**.
- Coordinated CI/CD workflows, release cadence, A/B testing strategy, and store operations, while leading Google Play Asset Delivery optimization to reduce initial download size from ~405 MB to ~177 MB, improving release speed, stability, and player experience.
- Demonstrated strong expectation management, emotional intelligence, and conflict resolution skills, taking full ownership of decisions and delivering under pressure while ensuring teams collaborate effectively and avoid burnout.

Flagship Project

Solitaire Candy World
Game Producer | QA Lead

70K+ Installs | D1: 42% | D7: 17% | ARPDAU: \$1.24 | Avg Playtime: 35 mins

- Took the game from concept to worldwide launch (0 → 1), delivering competitive content quality and contributing to securing a publishing partnership with Kwalee.
- Facilitated **18 sprints** over 2 years with zero missed deadlines, delivering 1,000+ Tripeaks levels, special levels, 10 lobbies, and a scalable content roadmap.
- Owned end-to-end release execution, delivering **98%** of 39 releases on time while maintaining a **99.2% crash-free rate** across Android and iOS.
- Maintained high player satisfaction, achieving **4.9★ ratings** on Google Play and Apple App Store through proactive quality ownership and customer support coordination.

- Indium Software**
Game Test Engineer
Jul 2021 – Dec 2022
- Executed functional and non-functional testing across iOS, Android, and Web, supporting stable live releases.
 - Owned defect reporting and root cause analysis using Jira, reproducing and validating live customer-reported issues to support timely fixes.
 - Games: **Wonka's World of Candy (Zynga)**, **The Wizard of Oz: Magic Match 3 (Zynga)**
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- Pole To Win International**
Game Test Engineer
Oct 2019 – Jul 2021
- Promoted to **POC for an 8-member QA team**, owning task allocation, timelines, and delivery.
 - Acted as the primary client-facing QA contact, ensuring alignment and on-time execution.
 - Games: **Tiny Royale (Zynga)**, **Texas Hold'em Poker (Zynga)**

SKILLS

Game Production • Live-Ops Management • Agile & Scrum (Scrum Master) • Release & Delivery Management • Risk & Crisis Management • Cross-Functional Leadership • Production Planning & Forecasting • Game Development Technical Knowledge (Mobile) • ASO & Store Operations • Analytics

TOOLS

Unity • Xcode • Firebase • Google Play Console • App Store Connect • Jira • Confluence • Amplitude • Appsflyer • GameAnalytics • Crashlytics • AWS • GitHub • Jenkins • AppLovin • ironSource • Notion • ClickUp • Trello • AI Tools (ChatGPT, Midjourney, Gemini, Fal.ai)

EDUCATION

- 2015–2019 B.Tech Computer Science and Engineering | Karunya Institute of Technology and Sciences.
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