J. Eckert | 502.727.9311 | j@jeckert.net | www.jeckert.net

"Wrangler of cats, organizer of chaos, ecosystem ombudsman, culture warrior/dissident, and mitigator of foot guns."

Biz Dev and Operations executive. Former Dev Relations Sr leader, past Live Operations specialist, and Producer with a varied history in tech start-ups and the video game industry, and experienced in the soft touch of Partnership management as well as public speaking. Also member of the Board of Directors for a nonprofit in Las Vegas, operating the largest public Makerspace/Hackerspace in the region.

CAREER HIGHLIGHTS:
- Successfully guided multiple startups in the "10 to 100" growth phase from an Operations perspective
- Built a complete Ecosystem team (DevRel, Support, Community, etc) for Chia network from the ground up
- Built a global Partnerships/BD team for Genvid Technologies from scratch, and launched the LA Office
- Created a Developer Relations program and 3rd Party Ecosystem philosophy for Riot Games
- Co-Founder and CEO of Honored, Inc.

Experience:

Chia Network - *Vice President of Ecosystem Operations | May 2021 - Oct 2023*
- Built support and developer relations teams from scratch, scaling from 0 to 20 people across both teams over a matter of months to build an industry leading Ecosystem vertical..
- Assisted with taking a 20-person company to an 80-person organization over 1 year, establishing everything from best practices, policies, corporate comms guidelines, and other miscellaneous operational functions until dedicated teams could be staffed up.
- Built a framework for company-wide use by other executives on how to properly establish resourcing plans and strategies in a way that was data driven and grounded in realistic expectations on past experience of what good looks like.
- Adept at making any problem that came our way that was not related to the engineering team just "disappear" successfully, ala Winston Wolf.
- As part of the Sr executive team leading the org, worked to help lead the company's visions and goals towards taking the company public in , a massive undertaking that included the needs to overhaul company policies and procedures to comply with regulations.

Genvid Technologies - *Director of Partnerships and Operations & LA Office GM | May 2018 - May 2021*
- Established a Partnerships and BizDev organization from the ground up
  - Sourced, engaged, and drove partnerships with leading game studios, esports operators, and strategic partners.
  - Built a BD team from scratch, establishing tools, processes, and tracking systems to align 8 people across 3 continents
  - Oversaw the day to day product execution of 3 CS:GO Major broadcast partnerships, with FaceIt, ESL, and Twitch

- - Managed relationships and product roadmaps with external software vendors
  - Built a Live Operations team for internal and external operations,establishing systems and best practices in the absence of any existing ones.
    - Sourced leading talent from AAA games studios to build an in-house Live Ops team with a ready to go senior skillset
    - Oversaw the establishment, deployment, and execution Ops resources for multiple major successful live events
  - Established, built out, and managed multiple SoCal based offices to house BizDev, misc development, and LiveOps teams, covering general admin needs in the process as General Manager
    - Established countless policies and systems (Task Management, CRMS, expenses, etc) for smooth business operations.
    - Drove recruiting efforts to rapidly staff up the largest company office in a matter of months (took US offices from 2 people to 60 in roughly a year), and built out an HR team to hand off responsibilities, while continuing to provide guidance as needed.
  - Was the "Face of the Company" for the gaming industry.
    - Interacted frequently with media and events to promote the important role of interactive streaming in the industry's future
    - Organized and ran multiple mixer/speaker events in major gaming cities around the US to promote Genvid
    - Spoke at PAX Dev, GDC, DICE and other industry events
  - Managed oversight on the remote IT team. Lead their global vision and strategy, as well as implementation and oversight on platforms and tools such as Asset management, MDM, WAN network deployment, etc.
  - Oversaw the transition of the US arm of the company to a predominantly work-from-home experience during the COVID epidemic, and built processes and systems to help manage the continued onboarding, work from home support, and various tools and platforms to streamline the productivity of all US employees.

Riot Games - *Developer Relations/3rd Party Ecosystem Director* **|** *Feb 2014 - May 2018*
  - Built an industry leading DevRel team from the ground up out of one existing Community Coordinator.
    - Crafted complex policies and guidelines in line with the broader visions for Riot's goals and values
    - Succeeded in the sisyphean task of pivoting a company-wide "walled garden" development approach into one of "build *with* the community"
    - Identified standout community contributors, hiring & mentoring them into self driven team members
    - Orchestrated multiple online Developer Challenges and in-person community Hackathons
    - Defined a company-wide communication strategy around external development relationships
  - Contributed to projects that lead to multiple acquisitions, acqui-hires, and strategic investments
  - Created a bounty program leveraging community devs to tackle low priority but high player value wins.
  - Managed day to day relationships with strategic industry partners such as Twitch, Curse, and others.

- Sr. stakeholder in related spaces such as Anti Cheat, eSports Publishing, Legal & more.
- Evolved a "traditional" DevRel team (outward facing) to an internal AND external 3rd Party Ecosystem org
  - Provided valued resource to Product Owners of 3rd party community insight into their designs
  - Ensure teams built products that were built with Community developers in mind
  - Taught all of Riot "what good looks like" when you open things up to the community with carefully crafted policies.

Honored - *Co-Founder & CEO | Oct 2012 - Jan 2014*
- Founded a company of 12 members building a revolutionary gaming oriented social platform that promotes interactions with gamers and rewards them for their efforts with physical items of a collectible nature in partnership with game publishers..
- Built up complex partnerships with various industry leading publishers to help provide our services to them and our users.
- Ate, slept, and breathed the day to day business management of the company.
- Lead the design team on creating new ideas and innovations in our offerings.

Electronic Arts - *DevRel Manager, Ops Manager, IT Manager - EA Online | October 2007 - April 2012*
- Developer Relations Account Manager
  - Production manager and product owner for internal Business Partners utilizing various tools and SDKs
  - Drafted and implemented technical processes and guidelines for service requirements
  - General Online Producer for varying game teams who were "clients" of EA Online.
- Compliance Project Manager for multiple EA titles at EARS Studio.
  - Lead the compliance team on over 15 titles, and managed budgeting and resource planning for each.
  - Specialized expert in Xbox 360 and PS3 SDK and Certification requirements.
  - Managed the Legal and Publishing review processes for all PC and 360 titles shipped in North America.
- Operations Manager for EA San Francisco and EA Atlanta.
  - Managed day to day IT/Operations/Facilities needs for both studios.
  - Managed the Live Operations systems for all of our servers and applications.
  - Development of QA Testing methods and automation.
  - Planned and managed the design and successful build out of a 500 node server infrastructure.

SCI (acquired by Electronic Arts) - *Operations Manager | June 2006 - September 2007*
- Day to day Operations, IT and Support manager.
  - Configured, deployed, and maintained hundreds of game servers.
  - Developed a fully automated system for launching and management of on the fly dedicated servers.
  - Regularly traveled to various remote data-centers for upkeep and maintenance of our server farms.
- Community Manager for online support of our community.
- Social Media integration.
- Drove Spam and Abuse mitigation efforts system wide.

ASUS - *Customer Service Engineer | June 2005 - June 2006*
- Lead Sr. specialist for technical support for all things related to Asus Video cards
  - Assisted with benchmark and other technical reporting metrics.
  - Provided general support for other Asus products such as Motherboards and Laptops
  - Managed the "VIP Reseller Support" desk for upper-tier resale partners.
- Tier 3 Customer service rep for standard support for all other Asus products for both phone and email support

Kastle Systems - *Regional IT Manager | May 2003 - June 2005*
- Managed Day-to-day office IT/Support
- Responsible for Programming and Support of servers managing the access control & security of over 150 client buildings throughout the Chicago area.