JOY DEAN

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SENIOR PRODUCER | LIVE GAMES & TECHNICAL PRODUCTION

PROFESSIONAL SUMMARY

Senior production and technical product leader with 20+ years of professional experience, including 5+ years in technical project management and IT, 3.5+ years in game and software production, and 2+ years in live-service operations delivery. Former Gold Fish Casino Feature and Reporting Producer with direct experience in mobile slots and puzzle feature development. MBA, graduate certificate in Project Management, and Certified Scrum Master. Servant leader who helps teams navigate shifting priorities and uses production data to guide leadership decisions.

13 features overseen ▪ 8 concurrent initiatives ▪ 3 game teams ▪ SciPlay culture awards

Live-Service Operations • Agile, Scrum & Waterfall • PMO Governance • Capacity Planning • Production Analytics • Jira & Confluence • Risk & Change Management • Budgeting • Servant Leadership • Emotional Intelligence

PROFESSIONAL EXPERIENCE

OMNICLUE | Austin, TX **2026 – Present**

Chief Operating Officer- KIF™ Co-Developer

Co-develop KIF™ (Knowledge & Information Framework), a software product that addresses documentation, communication, and development process challenges. Apply game production and technical-writing experience to help teams connect information across development tools, identify discrepancies, and automate documentation. Public beta available through the Chrome Web Store.

- Lead product roadmap, requirements, backlog priorities, capacity planning, validation, live operations delivery, and release coordination.
- Evaluate development priorities, resource constraints, risks, and costs to guide executive decisions on product direction, release readiness, and business strategy.
- Shape automated documentation, requirements validation, and test case workflows connecting Jira, Confluence, Slack, and other development sources to support Engineering and QA.

SCIPLAY GAMES | Austin, TX **2022 – 2024**

Feature Producer / Reporting Producer - Gold Fish Casino

Led live-service mobile slots and puzzle feature production from concept through release and post-release support, partnering with Product, Engineering, Art, QA, and Live Ops in a matrix organization.

- Oversaw 13 features across three game teams and up to eight concurrent initiatives; balanced scope, time, cost, quality, and shared capacity, achieving multiple defect-free releases ahead of schedule.
- As Reporting Producer, analyzed production data and built Jira dashboards for engineers; communicated milestones, burndown, dependencies, risks, contingency options, and next steps to leadership.
- Partnered with Engineering, QA, and Art to standardize feature and asset pipelines. Led a puzzle templatization initiative designed to reduce development dependencies and shorten release timelines.
- Led a technical documentation and configuration-tool improvement initiative that reduced preventable configuration errors by 50% through embedded documentation, color-coded defaults, and validation controls. Served as technical writer for all game features.
- Administered Jira and Confluence across Gold Fish Casino, auditing historical data, building project boards and workflows, and automating roadmap governance to improve PMO reporting and support change management.
- Managed global outsourcing partner Amber, coordinating budgets, shared resources, deliverables, quality, and schedules across time zones.
- Facilitated retrospectives, postmortems, and root cause analysis; partnered with team leads on corrective actions, early stakeholder approvals, and post-release support.
- Received SciPlay culture awards and served on the culture team. Coached team members, facilitated collaborative problem-solving, removed blockers, and recognized individual and team accomplishments.

PROFESSIONAL EXPERIENCE | CONTINUED

MASSAGE HEIGHTS | Cedar Park, TX **2026 – Present**

Retreat Director

- Lead an 18-person team, coaching employees, resolving operational challenges, monitoring performance, and balancing staffing capacity and labor costs with business needs.
- Inherited membership and operational discrepancies; cleared outstanding backlogs, strengthened processes, and coordinated five community events within six weeks.

SIMPLER TRADING | Austin, TX **2020 – 2022**

Product Manager / Technical Product Owner

Managed customer-facing software delivery, live-service operations, and ongoing support across four teams, including websites, analytics, trading indicators, and third-party systems.

- Led six concurrent technical projects; managed scope, milestones, Gantt schedules, cost plans, dependencies, and vendors, presenting status and trade-offs to stakeholders.
- Coached engineers in estimation, capacity planning, and scheduling; led Agile ceremonies and backlog management, reducing project risk by 60% and improving project success rates by 25%.
- Managed Jira administration, production reporting, technical documentation, and integration projects involving Salesforce, Vonage, and affiliate platforms.
- Applied cost-benefit analysis to technology services, eliminating $35,000 in recurring monthly costs ($420,000 annualized).

EXTRA EARRINGS / FANDEMIK | Austin, TX **2019 – Present**

Founder / Executive Product Owner

- Lead product roadmap, gamified ecommerce development, engagement mechanics, release planning, and cross-functional coordination across engineering, design, and content.
- Manage vendor relationships, product lifecycles, customer engagement, and event operations; developed roadmap for 2,500 products and supported events with 100,000+ attendees.

MANOR ISD | Manor, TX **2015 – 2020**

Educator / Dyslexia Specialist / ARD Facilitator

- Built data-informed training, documentation, and stakeholder communication systems; translated complex requirements into actionable workflows and monitored progress against measurable outcomes.

ZPRYME | Austin, TX **2009 – 2015**

Senior Market Research Analyst

- Used Waterfall planning to coordinate international engineering and utility stakeholders on a Ghana energy initiative that achieved a 40% immediate reduction in energy loss; facilitated executive planning and cross-organizational collaboration.

DPI | Austin, TX **2006 – 2010**

Executive Manager

- Led distributed software, project management, branding, and events teams; applied Waterfall methodology to website redesigns, technical planning and delivery, establishing repeatable operational workflows.

EDUCATION & CREDENTIALS

MBA, Human Resource Management - Keller Graduate School of Management
Graduate Certificate, Project Management | University of Texas at Austin
BBA, Business & Management | St. Edward's University
Graduate Certificate, eCommerce | Keller • AA, English | Blinn College

Certified Scrum Master • Agile Project Management • Agile Leadership • Agile Project Leadership • Agile with Atlassian Jira • Managing Jira Projects • Remote Team Building • Project Management for AI & ML • AI & Machine Learning