

Eric Briggs

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Portfolio: <https://www.ericj-briggs.com/>

Professional Summary

Experienced associate and Producer with over 10 years working in a team-based professional setting. Using Agile/SCRUM SDLC, I lead cross-functional teams through all phases of development, starting with inception through product launch. I utilize servant leadership to facilitate collaboration, effectively triage and escalate issues, and ensure stakeholder visibility.

Technical Skills

- PMP Certification - *In Progress*
- SCRUM/Agile SDLC Training
- JIRA, HackNPlan, Slack
- Project Management
- MS Products
- MS Visual Studio
- Quality Assurance
- Perforce
- Confluence

Professional Experience

Producer: *Lost Boys Interactive*

January 2021 - June 2025

- Developed roadmaps for the entire development cycle detailing discipline dependencies and identifying risks
- Coordinated with external teams/partners while proposing short and long term solutions for emergent incidents
- Effectively communicated with developers of all disciplines to align team during feature development
- Worked with Project + Team Leads to guide projects from concept to release with a team of over 20 developers
- Provided on-call support for emergent issues discovered in Production environment and drive resolution

Senior System Administrator: *Marsh & McLennan Companies*

August 2016 - January 2021

- Trained junior support to troubleshoot, research, triage, and resolve complex application support issues
- Managed and support user accounts and groups, including password resets, user access issues
- Provided technical resolutions for problems with existing software and related systems
- Used internal tools to report bugs and document fixes with step-by step instructions with attached images
- Attend support meetings providing feedback and updates to leadership concerning open issues and defects
- Delivered excellent customer service with end-users, understanding their needs, and ensuring a positive experience

System Administrator: *Marsh & McLennan Agency – Mid-Atlantic Region*

October 2012 - July 2016

- Documented and maintained guidelines for internal application desktop fixes
- Maintained and troubleshoot database issues using Microsoft SQL Server
- Utilized scripting to upgrade and implement enterprise desktop software
- Performed a wide range of software services on complex large-scale applications
- Provisioned new user accounts and profiles
- Coordinated with team to implement nationwide shared environment of over 150 machines at over 7 offices

Games Created

- *WWE 2k25*- Producer (MyFACTION) March 2025
- *WWE 2k24*- Producer (MyFACTION) March 2024
- *WWE 2k23*- Producer (MyFACTION) March 2023
- *WWE 2k22*- Producer (Showcase + MyFACTION) March 2022

Education

George Mason University - *BA in Video Game Design*

August 2019

Virginia Commonwealth University - *BS in Information Systems*

August 2012