

CHRISTOPHER WOODCOCK

Game Writer / Designer

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SKILLS

PROFESSIONAL

Creative Writing
Worldbuilding
Scriptwriting
Dialogue Writing
Narrative Design

TECHNICAL

Articy:Draft
Microsoft Office
Google Docs
Adobe Premiere

CERTIFICATIONS

WRITING FOR VIDEO GAMES

EDX (University of British Columbia),
2022

WRITING FOR VIDEO GAMES

The Writers College (New Zealand),
2022

INTRODUCTION TO GAME DESIGN

CG Spectrum (Ubisoft Tutor), 2022

NARRATIVE DESIGN MASTER

CLASS: GAME WRITING

ESSENTIALS

Udemy (Ubisoft Tutor), 2021

GAME WRITING: STORYTELLING THROUGH VIDEO GAME DESIGN

Udemy, 2021

ONLINE GAMES: LITERATURE, NEW MEDIA, AND NARRATIVE

Vanderbilt University, 2014

EDUCATION

EXTENDED DIPLOMA IN MEDIA: MOVING IMAGE

Keighley College
2003 – 2005

ADVANCED CERTIFICATE IN INFORMATION TECHNOLOGY

Keighley College
2003 – 2005

PROFILE

An early-career game writer/designer, transitioning into the role after fourteen years working for Blizzard Entertainment in a customer service role. My time at Blizzard taught me a lot about working in diverse teams in a fast-paced environment and allowed me to gain a lot of knowledge and insight into how games are made, so I am now looking to secure my first official game writing/design position.

EMPLOYMENT WITH BLIZZARD ENT.

Blizzard Entertainment | April 2007 – May 2021

GAME MASTER (CUSTOMER SERVICE REPRESENTATIVE)

Facilitate a smooth player support experiences when in need of assistance:

- Point of Contact regarding Warcraft & Blizzard game knowledge
- Educate and provide information regarding gameplay mechanics & systems
- Provide first-contact resolution of issues via multiple contact channels
- Structure data into detailed articles for internal & external knowledge bases
- Produce and revise Customer Reply Templates for the department
- Document Bug Reports to assist QA & Development in finding solutions
- Troubleshoot complex client-side technical issues

PROJECTS & COMMUNITY EVENTS

Commit to the development of the Blizzard Entertainment player experience:

- Participate in focus-groups for Marketing Support initiatives
- Moderate online chat for events like Gamescom & BlizzCon
- Create initiatives for the "Customer Service Gamification Project"
- Coordinate team & other internal meetings regarding game issues
- Organize the "Customer Service Heroes" project within my team
- Received multiple awards for exceptional levels of Customer Service
- Represent the company at live events such as the Worldwide Invitational

OTHER EXPERIENCE

VIDEOGAME DESIGN

Personal Work | 2015 - Present

- Designing potential new content for Blizzard games, primarily World of Warcraft, but including Hearthstone, Heroes of the Storm, and Overwatch
- Producing original game design concepts such as new IPs, Video Games, Board Games, and Tabletop Wargames

TABLETOP GAME & NARRATIVE DESIGN

Personal Work | 2000 - 2005

- Co-founded a Dungeons & Dragons roleplay community pre-current tools like DNDBeyond, integrating a chat-bot for dice rolls & coin-flips
- Organized a wide variety of Roleplay Game Campaigns, including Dungeons & Dragons, World of Darkness, and Lord of the Rings

OTHER MEDIA EXPERIENCE

Keighley College | 2003 - 2005

- Filmed and edited local band & theatre performances in the area
- Documented public events such as parades & speeches