

# Derek S. Hernandez

Senior Producer | Feature Development | Certified Scrum Master

Phone: (714) 814-0595

Email: [Derek.Hernandez@gmail.com](mailto:Derek.Hernandez@gmail.com)

Website: [www.linkedin.com/in/DerekH](http://www.linkedin.com/in/DerekH)

Senior Producer with 15+ years delivering live-service features and content, including mobile F2P, across mobile, PC, and console. Embedded with cross-discipline pods to own the full SDLC from intake and planning through build, integration, QA/validation, and launch, using capacity-based sprint and milestone planning to surface dependencies and risks early. Recognized for concise communication, rapid reprioritization, and incident triage (including on-call support) that protects player experience and keeps teams shipping high-quality work.

## Strengths

- **Feature Production and Delivery:** feature pods, end-to-end pipeline ownership, backlog intake and prioritization, sprint and milestone planning, dependency mapping, integration checkpoints
- **Agile and Scrum Leadership:** ceremonies and team rhythms, estimation and capacity planning, rapid reprioritization, retrospectives and continuous improvement
- **Cross-Functional Alignment:** stakeholder management, multi-time-zone collaboration, meeting facilitation, decision logs, escalation paths, concise status communication
- **Quality and Readiness:** acceptance criteria, Definition of Ready/Done, test planning and validation, triage workflows, risk management, go/no-go readiness, post-release follow-through
- **Tools:** Jira, Confluence, Excel, dashboards and stakeholder reporting; mobile submission workflows (App Store / Google Play), TestFlight; AI and LLM tools for documentation, analysis, and communication workflows

## Experience

### Night Street Games

Senior Producer

2025 - Oct 2025

- Led production on a UE5 multiplayer title, aligning cross-discipline teams (design, engineering, art, QA) on progression, social, economy, and matchmaking features through clear requirements, sprint goals, and integration checkpoints.
- Owned end-to-end delivery rhythms for a feature-focused team across multiple workstreams (intake, prioritization, planning, execution, validation, and release preparation), keeping scope, quality, and timelines explicit.
- Partnered with engineering leads on build flows and validation tooling; coordinated onsite and external teams to reduce regressions and speed iteration.
- Built an intake-to-delivery workflow (priorities, review gates, handoffs, Definition of Ready/Done) that improved visibility, reduced rework, and supported self-organization.
- Facilitated Agile ceremonies and risk/triage reviews; used capacity forecasts and dependency tracking to surface constraints early and clear blockers.

### Amazon Games

Lead Producer, Live Operations

2021 - 2024

- Embedded with feature and content teams on New World, a large-scale MMO live service, to drive end-to-end delivery from intake through validation and launch, aligning Development, QA, Publishing, and partners on integration-ready deliverables and predictable player-facing updates.
- Owned roadmap and scope/capacity planning for features, events, and content drops, negotiating sequencing and tradeoffs with leadership to hit dates while protecting quality and player experience.
- Implemented readiness workflows (checklists, validation criteria, checkpoints, release gates) adopted by 400+ developers across 3 distributed sites, clarifying "done," improving test visibility, and reducing late-cycle churn.
- Led incident response for player-impacting issues, including on-call rotations, running cross-team war rooms, coordinating owners and timelines, and converting RCA action plans into durable fixes that reduced repeat incidents.
- Established communication protocols (status cadences, escalation paths, decision logs) to keep distributed teams aligned and unblocked across concurrent initiatives.

### 2K Games

Game Producer (Visual Concepts)

2019 - 2021

- Managed production across NBA 2K21, NBA 2K22, and LEGO 2K Drive, supporting an annualized franchise cadence and global IP governance while owning feature pipelines, milestone tracking, and licensor reviews/approvals.
- Led NBA 2K UI and Presentation seasonal updates on a fixed cadence, coordinating art, design, and engineering through structured reviews, clear requirements, and consistent integration targets.
- Oversaw gameplay systems and content production for LEGO 2K Drive (quests, race mechanics, power-ups, crowd AI), balancing creative intent with IP guidelines and cross-discipline execution.
- Served as a primary liaison with licensors and brand partners (NBA, LEGO Group, sponsors), coordinating milestone submissions, feedback loops, and content alignment to protect franchise authenticity.

## NC SOFT

2017 - 2018

### Game Producer (Carbine Studios)

- Served as area producer for an unannounced online action RPG, producing Characters and Environments across art, design, and engineering, and owning sprint goals, schedules, dependencies, and in-engine integration.
- Partnered with art leadership to build a repeatable request-and-tracking system (intake, priorities, reviews, handoffs, integration readiness), increasing visibility and reducing rework.
- Managed character art outsourcing with external vendors, defining quality bars, tracking capacity and budget risk, and running structured feedback loops to keep deliverables on schedule and integration-ready.
- Supported WildStar updates with milestone planning, cross-team coordination, and build-validation checklists; managed SOW-based outsource deliveries for MTX and event-reward assets.

### Producer, Live Operations (NC Interactive)

2014 - 2017

- Ran live operations delivery across multiple titles, coordinating update schedules, deployment execution, and cross-team operating rhythms to keep player-facing content moving.
- Led readiness planning with cross-functional partners using stability gates, deployment criteria, and verification steps to reduce player-impacting issues.
- Standardized operating playbooks and environment protocols across QA, staging, PTR, and live to improve handoffs and release quality.
- Partnered with engineering and infrastructure teams on post-incident follow-ups and reliability improvements, turning findings into durable process changes.

## Bento Box Interactive

### Game Producer

2013 - 2014

- Oversaw production for mobile titles (Bob's Burgers, Alicia Keys, AAA automotive brands), managing development from concept to launch across creative, technical, and QA teams.
- Managed mobile publishing workflows, including Apple App Store and Google Play submissions, TestFlight build distribution for multi-device QA, and iterative update approvals.
- Introduced sprint retrospectives and analytics-driven iteration to refine workflows, improve efficiency, and strengthen player outcomes.

## Square Enix

### Associate Producer

2010 - 2013

- Coordinated production schedules and milestone delivery for externally developed online titles across global studios and time zones, improving partner accountability and delivery predictability.
- Acted as the primary liaison between external development partners and internal publishing, localization, and marketing teams, ensuring alignment with brand expectations and regional requirements.
- Supported monetization feature planning and pipeline execution for Western markets, balancing player experience, business goals, and long-term brand health.
- Maintained production documentation, status reporting, and risk tracking to support leadership visibility, issue escalation, and informed decision-making.

## MAYN Interactive

### Director of Production & Co-Founder

2008 - 2010

- Directed regional publishing operations for two MMOs, working onsite in China and Singapore to coordinate community, publishing, and development timelines.
- Designed retention and engagement strategies using player analytics to refine roadmaps, campaigns, and content cadence.
- Built early live-service frameworks and tooling to coordinate development and publishing teams for sustained retention and cost savings.

## Early Career

### mGame USA

#### Lead Game Master

2007 - 2008

### GameForge France

#### English Operations Manager

2005 - 2007

## Education

### Scrum Alliance

Scrum Master Certification

Certificate ID: 000230583

2012, 2016, 2018

### CNI College

Diploma in Surgical Technology

2007