

MARTIN HUGHES JR.

Producer | Narrative Design | Game Production | LiveOps | CSM | LSSGB | IGDA Austin
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EXECUTIVE SUMMARY

Director-level program and production leader with 20+ years driving execution across high-stakes operations, technology, and creative production. Currently serving as **Narrative Design & Integration Producer with Hip Flask Games**, coordinating narrative planning, dependencies, and Unreal Engine 5 integration for *The Bureau of Fantastical & Arcane Affairs*. Previously owned the Moments production pipeline at **The Coalition Studio** for *Gears of War: E-Day*, aligning animation, narrative, cinematics, VFX, lighting, audio, and QA through finaling. Brings deep expertise in cross-discipline coordination, production cadence, risk management, and delivery governance. Known for rapidly earning trust, reducing ambiguity, and building systems that keep teams aligned, unblocked, and moving.

CORE COMPETENCIES

Operations & PMO Governance: Stage-gate and sprint cadence, roadmap governance, KPI dashboards, benefits realization, budgeting & forecasting, vendor alignment, cost-to-serve
Real-Time Service Operations: ITIL-ITSM, incident/change governance, backlog triage, Jira workflows, LiveOps escalation, release management, incident response, escalation control, post-incident analysis, system uptime governance
Planning & Risk Management: Sprint management, RAID tracking, scope control, Agile-Scrum, Lean-Kaizen, continuous improvement, value-stream mapping, OKRs
Data & Systems Analytics: Jira-Confluence, Power BI, ServiceNow, Excel (advanced), SQL (basic), telemetry feedback loops
Content & Technical Integration: Narrative pipelines, content implementation, cross-discipline handoffs, Unreal Engine 5 collaboration, feature flagging, CI/CD familiarity, developer enablement

SIGNATURE HIGHLIGHTS

Delivery Systems Leadership: Led complex delivery systems across military operations, enterprise platforms, and AAA and indie game development, coordinating cross-discipline execution through roadmap governance, milestone integration, and decision cadence. Sustained ~95% on-time delivery across high-pressure, multi-stakeholder environments.
Quality & Execution Governance: Established disciplined execution rhythms using daily triage, sprint reviews, and telemetry feedback, reducing rework ~20% and stabilizing quality across live systems and in-flight systems.
Cross-Team Alignment: Unified engineering, operations, creative, and support teams through shared workflows, clear ownership, and structured communication, cutting blockers by ~30% and improving delivery predictability across distributed and hybrid teams.
Risk, Scope, & Resourcing: Implemented forward-looking RAID logging, dependency tracking, backlog prioritization, and change discipline to prevent scope creep, preserve milestone integrity, and enable informed leadership trade-off decisions.
Leadership & Team Culture: Mentored and developed emerging leaders across military units, enterprise operations, and production teams, reinforcing accountability, ownership, and continuous improvement while sustaining performance through high-intensity delivery phases.

PROFESSIONAL EXPERIENCE

Narrative Design & Integration Producer Jul 2026 - Present

Hip Flask Games - Remote

Coordinate narrative production and integration for *The Bureau of Fantastical & Arcane Affairs*, aligning writers, designers, artists, engineers, and animation partners around development milestones, dependencies, and player experience in Unreal Engine 5.

- Build and maintain production plans for narrative content, tracking scope, dependencies, ownership, and milestone readiness across writing, design, art, animation, engineering, and Unreal Engine 5 integration.
- Facilitate cross-discipline cadence, decision capture, and risk escalation, translating narrative goals into actionable work and clear handoffs for a distributed indie team.
- Support workflow design and onboarding as the project scales, improving visibility between narrative intent, implementation constraints, and player-facing outcomes.

Producer - Moments Jan 2026 - Jun 2026

The Coalition Studio (Xbox Game Studios) - Remote (Fellowship to Contract)

Joined through the **Hiring Our Heroes Fellowship** and continued under contract, owning day-to-day production execution for the Moments pipeline on **Gears of War: E-Day** through a critical finaling phase.

- Owned end-to-end production execution for the Moments workstream, aligning Animation, Narrative and Level Design, Cinematics, Cine Tech, VFX, Lighting, Audio, and QA through finaling.
- Led milestone meetings and decision flow, translating outcomes into executable Jira plans, managing dependencies, and surfacing delivery risk early to protect production momentum.
- Directed daily triage and burndown governance with Cine Tech and QA, resolving blockers, enforcing Jira hygiene, and maintaining accurate Story and Content Lock reporting.

Senior Director, Operations & PMO - (Company First Sergeant - Retired Feb 2024)

Apr 2022 - Feb 2024

1st Battalion, 509th (Airborne) Regiment - Fort Polk, LA

Directed enterprise-wide operations and readiness strategy across a global, multi-site portfolio. Partnered with senior leadership on procurement, budgeting, and risk governance to maximize ROI, ensure zero safety incidents, and sustain operational continuity.

- Managed end-to-end operations and service pipelines across 15 sites, aligning engineering and DevOps teams to roadmap priorities and reducing integration friction.
- Synchronized internal and external platform stakeholders through Jira-based dependency tracking, maintaining milestone integrity across multiple product lines.

Senior Director, Operations - (Senior Operations NCO)

Jan 2020 - Apr 2022

Live Fire Division, JRTC - Fort Polk, LA

Directed enterprise platform and process design across developer-support and operations functions. Expanded leadership pipelines, embedded risk controls, and standardized product-delivery processes which increased release readiness 20% and throughput 15%.

- Integrated and institutionalized an operating cadence (stage-gates, KPI dashboards, executive reviews) across 10+ programs, creating repeatable delivery systems; direct leadership of ~10, indirect ~80, influencing 5 functions across multi-site operations.
- Developed a leadership pipeline system; mentored 200+ personnel and advanced 30+ into senior roles, strengthening succession and retention in critical units.

Twitch Gaming Streamer | Service & Release Operations Key Project - (Concurrent, part-time)

Aug 2020 - Feb 2022

Twitch.tv - Remote (Fort Polk, LA)

- Orchestrated a cross-platform content pipeline with roadmaps, QA gates, and milestone reviews that maintained >95% on-time release reliability.
- Activated a LiveOps cadence of release sprints, postmortems, and A/B telemetry loops, sustaining engagement 30-40% above baseline and earning Twitch Affiliate in 38 days.

Senior Operations Manager - Director of Service Operations (Platoon Sergeant-Brigade Ops NCO)

Mar 2012 - Jan 2020

101st Airborne Division | DLIFC | 10th Mountain Division

Directed operations and readiness strategy for a \$1.2M portfolio of mission-critical assets, overseeing program execution, risk governance, and cross-functional coordination in high-pressure environments. Established systems to standardize performance, improved uptime, and ensure consistent delivery of strategic outcomes.

EDUCATION & CERTIFICATIONS

- **B.S., Criminal Justice; Minor, Psychology** • Cameron University, Lawton, OK • May 2011
- **Google Project Management** • Certified November 2025 • Certificate ID: SKPF1VA70CXW
- **ScrumMaster (CSM)** • Certified September 2025 • Certificate ID: 001782475
- **Lean Six Sigma Green Belt** • Certified April 2026 • Certificate ID: e1mbrfmpso
- **Master Leader Course** (Aug 2022) • **Maneuver Senior Leader Course** (Jun 2017) • **Ranger School** (Apr 2005)

HONORS & AWARDS

Bronze Star Medal • **Meritorious Service Medal** • **Order of Saint Maurice** - Competitive selection honors for high-stakes execution, operational excellence, and leadership.