RHISTEL WINTER

+(1) 925 499 6013
BayArea, California 94538
RhistelX@gmail.com

OPERATIONS MANAGEMENT ~ IT COMPLIANCE ~ SYSTEM ADMIN

Cross-disciplinary leader with 18+ years of experience spanning mobile game production, immersive event design, and IT operations. Launched 100+ mobile titles, led teams of up to 25, and delivered creative projects for award-winning films and large-scale live experiences.

PROFESSIONAL EXPERIENCE

Head of Operations - Super Free Games (2014 - 2025)

- **Operational Leadership & KPI Management**: Oversaw key performance indicators (KPIs) across multiple departments, providing leadership with actionable insights on product ROI, resource allocation, and team performance.

- **Productivity Improvement**: Orchestrated a 163% increase in productivity in 2024, launching 499 releases with a streamlined team, achieving more with fewer resources.

- **Financial Analysis & Reporting**: Collaborated with finance teams to validate deferred development and track financial data, ensuring accurate reporting and amortization.

- **Compliance & Security**: Served as Data Privacy Officer, maintaining 100% audit pass rate for GDPR and state law compliance, safeguarding company data and reputation.

- **Process Optimization**: Led process improvement initiatives, driving efficiency through automation and the elimination of unnecessary tools, reducing costs, and enhancing team workflows.

- **Employee & IT Management**: Managed 95+ employees and 200 devices, overseeing onboarding, IT security, and device compliance. Administered JumpCloud for identity, access, and device management.

- **Team Leadership & Development**: Directly managed a team of 25 and fostered career growth for 15 employees, providing training, mentorship, and development opportunities.

- **Third-Party Relationships**: Coordinated with external teams (Keywords Studios, Helpshift, KStudio, and independent contractors) for QA, customer service, localization and development support.

- **Tool & System Management**: Administered Atlassian tools (Jira, Confluence), optimized workflows, and integrated new technologies like OneTrust for privacy compliance and OneTrust service for employee training.

- **Game Releases**: Successfully launched thousands of builds on platforms like Apple, Google, Kindle, and Meta, optimizing release processes and documentation.

Founder - Public Eye Collective (2017 - Current) | https://www.wearethepubliceye.com/

- Event Planning & Execution: Produced large-scale events for 2000+ attendees, including festivals, art shows, and interactive experiences, managing everything from concept to execution.
- Creative Direction: Designed and executed themed events, including set and costume design, prop creation, and production coordination.
- Talent & Team Management: Led a 13-person team, recruited and managed diverse talent (actors, DJs, bartenders), and ensured seamless event operations.
- Technical & Production Support: Provided on-site support for sound, lighting, and staging, enhancing event quality and guest experience.

Wardrobe Manager - Independent Films (2013)

- Costume Design: Created costumes for multiple independent films, including "Izzy Unleashed" and "After Ever After," ensuring character authenticity and visual storytelling.
    - "Izzy Unleashed" - Alicia Dunams & Romanus Wolter
    - "After Ever After" - Rakesh Kumar [International CineFest '17 Best Film (English)]
    - "The Last Vassal" - Unreleased
- Wardrobe Maintenance: Managed wardrobe continuity and on-set repairs, ensuring consistency and quality for 50+ characters across multiple scenes.

QA Engineer II - Zynga (2011 - 2012)

- Test Plan Development: Designed and executed comprehensive test plans for high-profile games, including Mafia II and Farmville, ensuring optimal quality and build readiness.
- Cross-Team Collaboration: Worked with development teams to identify and resolve issues, ensuring game stability and testability.

- QA Leadership: Managed offsite QA teams, driving efficiency and maintaining high testing standards.

Format Quality Assurance Tester - Sony Playstation (2009 - 2011)
- Compliance Testing: Ensured 100+ uncredited game titles adhered to Technical Requirement Checklists (TRC) for successful certification.
- Peripheral Testing: Conducted product compatibility tests for PlayStation Move and other hardware peripherals, verifying functionality across upcoming game titles.

Quality Assurance Analyst - Electronic Arts (2009)
- Game Testing: Conducted comprehensive testing for The Sims 3, ensuring functionality, visual quality, and accurate localization across multiple languages.

Founder - Taiyo Cosplay (2000 - 2020)
- Custom Costume Design: Created over 1000 custom costumes and props for clients, delivering high-quality products under tight deadlines.
- Client Relationship Management: Provided exceptional customer service, from initial estimates to delivery, ensuring satisfaction and repeat business.

EDUCATION

College of San Mateo (2008 - 2009)	**Santa Cruz High School (2007)**
Music & English	General Studies

SKILLS

- **Project Management:** Proven ability to lead cross-functional teams, manage timelines, and deliver complex projects on time.

- **Process Optimization:** Expertise in identifying inefficiencies and implementing solutions to streamline workflows and reduce costs.

- **Team Leadership:** Experience managing 25+ employees, fostering growth, and developing career paths for individuals.

- **Release & Store Management:** Skilled in managing game releases across Apple, Google, Kindle, and Meta platforms. Experienced with dashboard tools for submission, certification, version control, and post-launch monitoring, ensuring compliance and optimizing release workflows for maximum performance.

- **Compliance & Security:** In-depth knowledge of GDPR and other data privacy laws, ensuring organizational compliance and security

- **Risk Management & ROPA Tracking:** Skilled in identifying, assessing, and mitigating potential risks. Experienced in tracking Records of Processing Activities (ROPA) to ensure compliance and minimize operational and data privacy risks.

- **IT Device & System Management:** Expert in managing and securing devices across multiple platforms, including Windows, Apple (Mac, iPhone, iPad), and Android (phones and tablets), ensuring smooth operation, security compliance, and efficient device management.

- **Tools & Platforms:**
    - Project Management: Jira, Confluence, Atlassian, Dev Track, Trello, Slack
    - Data & Privacy Compliance: OneTrust, GDPR compliance
    - IT & Systems Management: JumpCloud, Google Suite, Microsoft Office
    - Financial & Data Analysis: Experience using financial and data tools for reporting and decision-making.

REFERENCES

Information Provided Upon Request