
CHRISTOPHER WOODCOCK

GAME DESIGNER/WRITER



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PERSONAL SUMMARY

An early-career Game Writer and Designer, with over eighteen years of games and media industry experience from working at Blizzard Entertainment, taking professional certification courses, and pursuing a vast amount of self-study. During this time I have used my knowledge and skills to hone my craft, and I hope that I can secure the position with you as a new writer!

WORK EXPERIENCE

Game Master (Player Support Representative & Additional Responsibilities)

Blizzard Entertainment Europe | 2007 - 2021

Player Support:

- Acted as a main point of contact for other Game Masters regarding both Customer Service Policies and Video Game Knowledge, primarily Blizzard titles.
- Created, updated, and maintained player support reply templates for the customer service department.

Game Design and Systems Support:

- Collaborated closely with game development teams by providing detailed feedback, bug reports, and suggestions during internal gameplay testing phases, ensuring features were implemented and refined to the highest standard.
- Acted as a main point of contact for World of Warcraft and other Blizzard titles, offering expert insights on in-game systems and mechanics to enhance both player experience and internal support strategies.

Cross-Disciplinary Collaboration:

- Regularly coordinated and participated in cross-departmental meetings to ensure smooth communication between customer service teams and developers, improving the overall quality of internal and external tools.
- Structured and organized detailed documentation for both internal knowledge bases and customer-facing content, helping streamline support processes and enhance in-game experiences for players.

Project Management and Live Events:

- Led the "Customer Service Heroes" initiative, promoting collaboration and recognition within the team, while working on improving both employee and player engagement and support.
 - Represented Blizzard Entertainment at major gaming events like BlizzCon and the Worldwide Invitational, interacting with both developers and the player community to gather insights that would inform ongoing game development.
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CERTIFICATIONS

Video Game Writing with Adam Miller
ELVTR | 2025

Writing Science fiction and Fantasy
The Writers College | 2023

Writing for Video Games
The Writers College | 2022

Writing for Video Games
EDX | 2022

Introduction to Game Design
GC Spectrum (Ubisoft Tutor) | 2022

Narrative Design Masterclass: Game Writing Essentials
Udemy (Ubisoft Tutor) | 2021

Game Writing:
Storytelling Through Video Game Design
Udemy | 2021

ACADEMIC HISTORY

BTEC Level 3 National Extended Diploma in Media: Moving Image

Keighley College | 2003 - 2005

- Triple Merit Graded
- Filmed and Edited local band and theatre performances.
- Documented local public events such as parades and speeches.

Advanced Vocational Certificate of Education: Information Technology

Keighley College | 2001 - 2003

SKILLS

Professional:

- Teamwork
- Organization
- Oral and Written Communication
- Time Management
- Creativity
- Attention to Detail
- Critical Thinking
- Problem Solving

Technical:

- Game/Script Writing
- Narrative Design
- Flavour Text Design
- Encounter Design
- System/Mechanic Design
- Class Design Quest Design
- Item & Reward Design