

# Fan Care Org Charts

Updated: February 2025

## Fan Care

### Community Care & Moderation

Leslie Heryford

Moderation Operations

Community & Moderation Care

Community Operations

Community Moderation Programs

### Self-Service Care

Aisling Dunleavy\*

Channel Management (Web)

Channel Management (In-Destination)

Self-Service Content & Localization

Product

### Live Care

TBH

Live Care Service Delivery

Operations Performance Management

Planning & Workforce Management

Live Product

## Care Operations

Jennifer Hughes\*

L&D and Care Knowledge Management

Ops Readiness (incl. Incident Management)

Quality

Process, Fraud & Risk

Global Strategic Sourcing

## Platforms & Services

Mike Pedersen

System Owners

Game Integrations

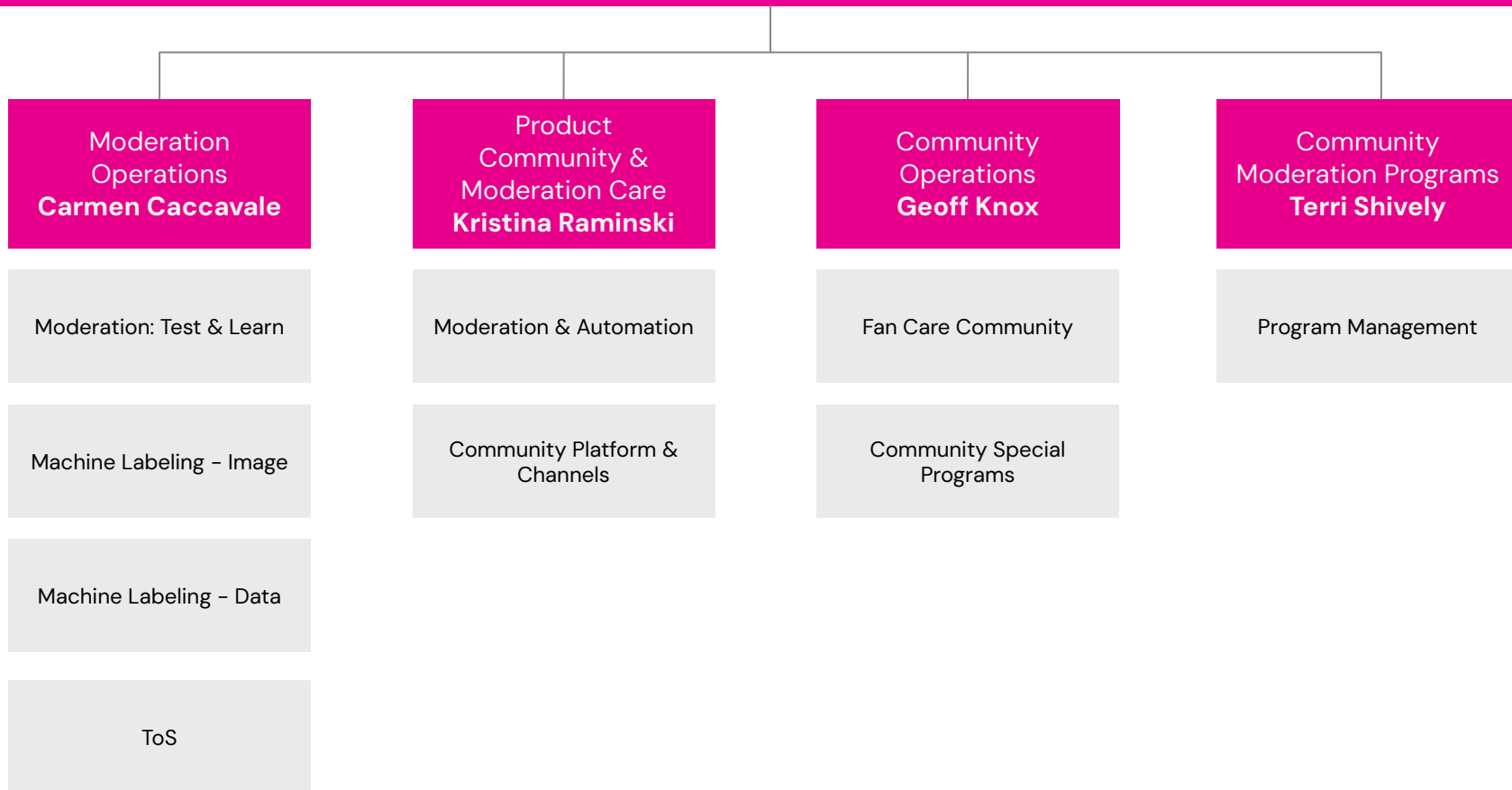
Configuration

User Acceptance Testing (UAT)

# Community Moderation & Care

Leslie Heryford

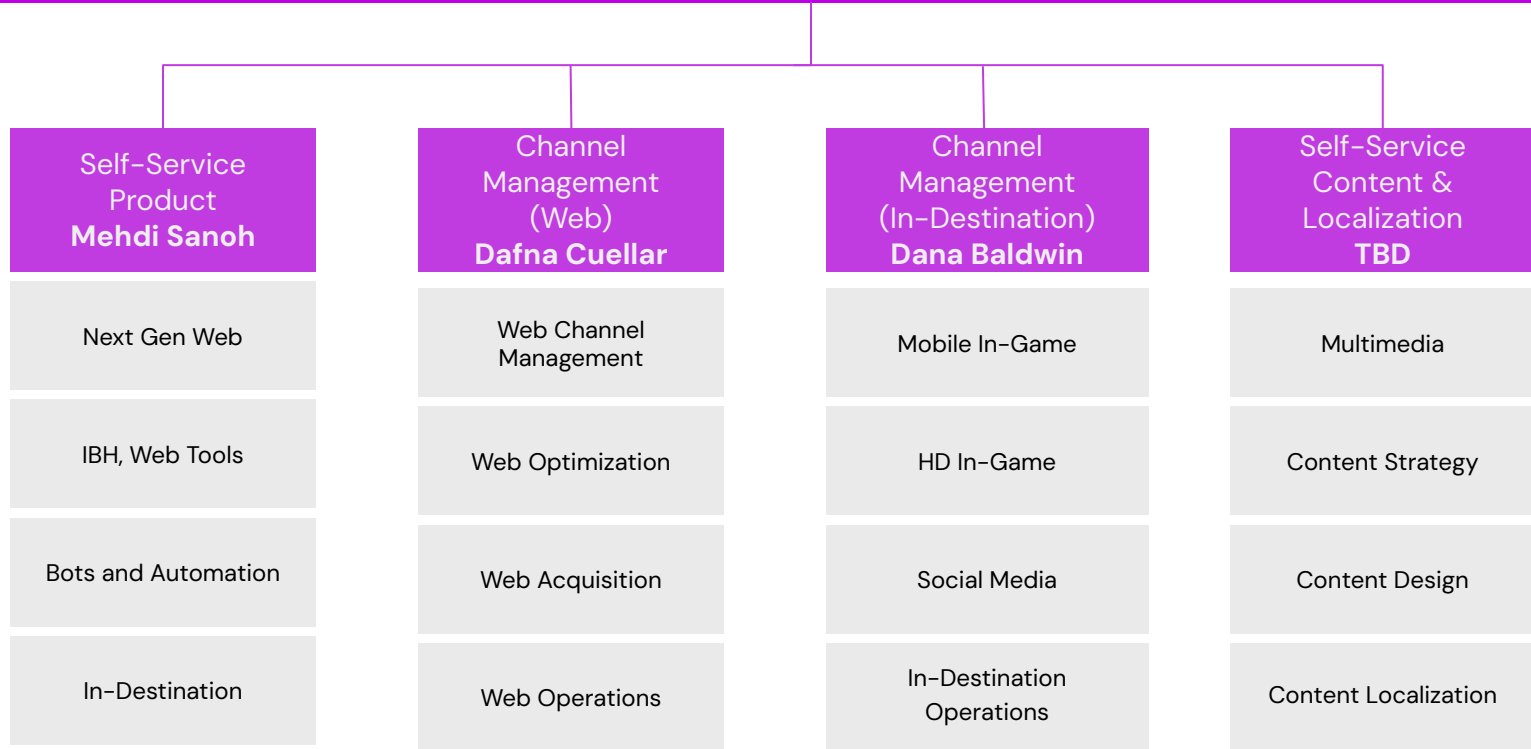
*Ensuring clean, safe, and positive environments for our communities of fans to engage*



# Self-Service Fan Care

Aisling Dunleavy

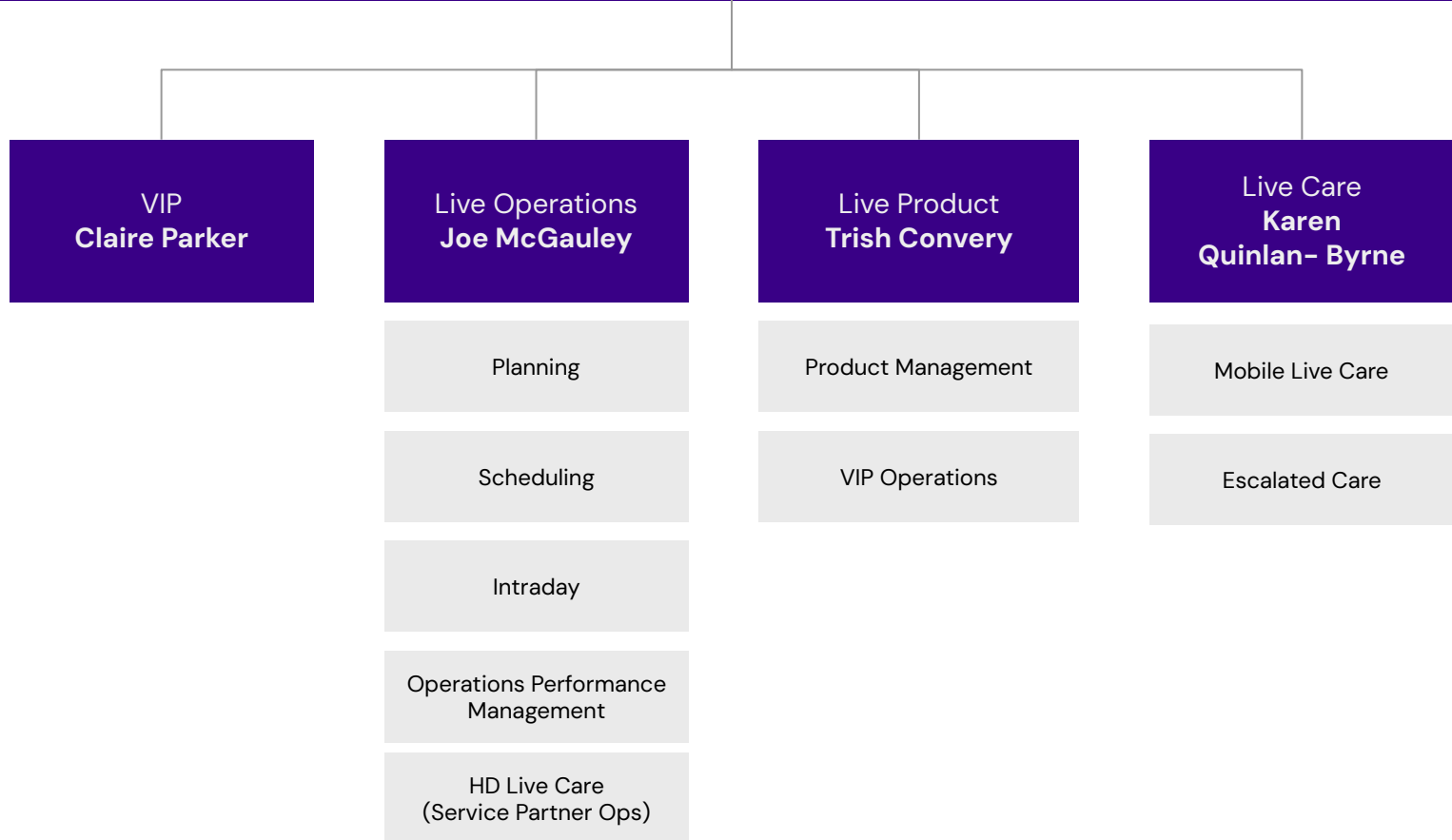
*Delivering experiences that empower fans to self-solve easily, expanding reach, functionality and extending beyond break/fix*



# Live Care & VIP Engagement

TBH

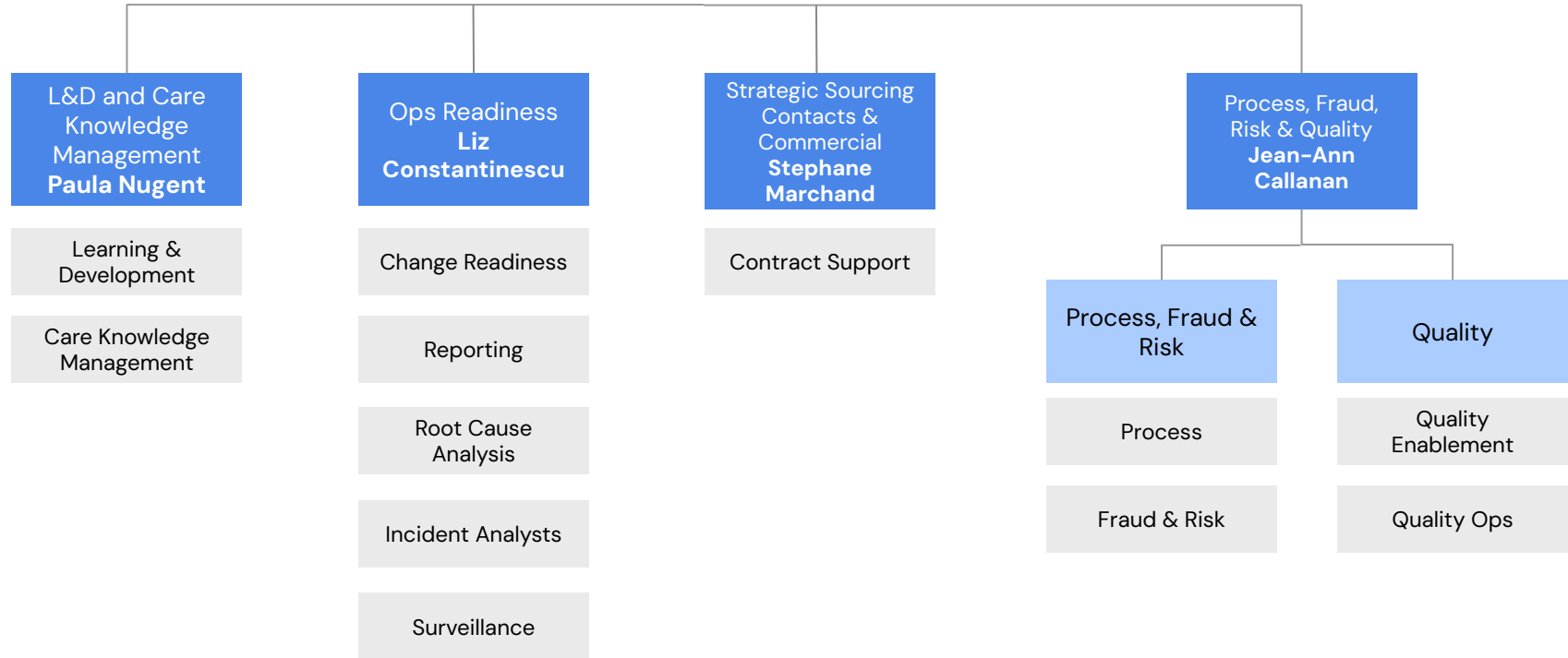
*Delivering human help for complex issues, making fans feel valued, and recovering experiences when things go wrong.*



# Care Operations

Jennifer Hughes

*Facilitating Fan Care organizational success with cross-functional enablement functions and capabilities like Voice of the Fan*



# Platforms & Services

Mike Pedersen

*Facilitating cross-functional collaboration and enabling advancement of Fan Care technology and fan experiences*

