

# Geoffrey Kuhns

## Servant Leader

### CONTACT

843.696.7289  
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### EDUCATION

#### Certified UX/I Designer

*Expected to Graduate from  
The University of Texas at Austin  
(2021 - 2022)*

#### BFA Interactive Design & Game Development Minor Film & Television

*Graduated Cum Laude from the  
Savannah College of Art & Design  
(2007 - 2011)*

### EXPERTISE

#### Positive Attitude

#### Communication

#### Leadership

#### Creativity

#### Training

#### Operational Efficiency

#### Audience Engagement

#### Customer Service

#### Writing & Proofreading

#### Analysis & Synthesis

### TRAINING

#### Lean Six Sigma (Yellow Belt)

#### MS Office, Google Suite

#### Adobe CS, Figma, Miro

#### Chat, Jira, Slack, Trello

#### Quip, SharePoint, Zendesk

#### EIM Certification

### MISSION

With the eye of an artist, the passion of a visionary, and the precision of a martial artist, I constantly iterate on team processes, quality, and training to surpass and redefine your standards for excellence.

### EXPERIENCE

#### Social Media Team Lead

VXI Global Solutions

(Jul 2021 - present)

Provide a legendary customer experience over twenty social media assets.  
Specialties: **empathy**, **coaching**, **ambiguity**

#### Lead Designer

Interactive Dominion

(Apr 2013 - present)

Craft the epic narrative, mechanics, and world experience of a unique, high-octane, sci-fantasy, tabletop RPG.

Including: **usability** tests, finding the **fun**, convention **promotion**

#### Director

ACTS Retreats

(Sep 2019 - Jul 2021)

Help coordinate and inspire the committee that recruits for, organizes, raises funds for, trains, and in all capacities supports volunteer church teams.

#### Manager

Pinballz Lake Creek

(Sep 2017 - Aug 2020)

Direct staff in the successful operation of a family entertainment center composed of multiple bars, go karts, VR, and more through supervising, training, cash handling, scheduling, event planning, and having fun!

Most Notably: financial game **balance**, dispute **resolution**, **dependability**

#### Field Agent

Knights of Columbus

(Oct 2016 - Sep 2017)

Offer pecuniary aid to members of the Knights of Columbus through advice, education, and research, while also focusing on council development through community building, outreach, and volunteer efforts.

### ACCOMPLISHMENTS

**Social Media Certification:** 100% final score.

**IDominion:** 99.4% satisfaction at Comicpalooza, IKKiCON, ChupacabraCon.

**Pinballz:** "Austin's Best Party Place" 2+ years running (per *Austin Chronicle*).

**Pinballz:** revised prize inventory management, built a 3D heat map to revise the game floor layout, pioneered and refined attraction training, and more.

**DICK'S:** rallied the team to national WOW status in customer service.

**All:** Love and respect from my peers and colleagues.