Kevin Aktug
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(571) 246-3902

Experience

2013-Present | Custom Ink - Fairfax, VA

2023-Present • Associate Software Engineer

- Develop, test, and document code changes in support of company goals
- Participated in code reviews and provided notes to improve code quality
- Worked with Ruby on Rails and JavaScript
- Used Git/GitHub for software version control

2020-Present • Technology Manager

- Complete project proposals and ROI/Risk Analyses in pursuit of company goals.
- Supported organizational change from Waterfall to Agile Development Methodology
- Advise on development efforts in coordination with product management and software engineering.
- Supervisor to the Customer Care Technology Analyst.
- Support MacOS in an Enterprise environment, working with IT Security to ensure latest security updates and OS standards are maintained on JAMF Pro-managed endpoint devices.
- Maintained all responsibilities from Technology Specialist role.

2015-2020 • Technology Specialist

- Prototyped and led initiatives that drove 20-60% automation rates within team workflows.
- Created a remote-work program which later allowed for rapid adaptation to workforce management needs during early Covid spread.
- Cross-trained to perform Jr-level rails and nodeJS software engineering tasks.
- Developed and maintained Art & Licensing team web & desktop applications.
- Performed in-depth QA support for tech changes across departments.
- Supported launch and integration of 6 new lines of business.
- Supported new merchandise additions within Custom Ink's catalog.
- Wrote and maintained Bash/Shell and Powershell scripts that automated workflows and assisted with system deployments and other maintenance.
- Acted as a product manager for Art Operations initiatives.
- Led desktop hardware and software support for ~200 team members.
- Prepared hardware and software for team member onboarding.

2014-2015 • Production Art Development Coordinator

- Maintained knowledge resources and sent weekly communication summarizing upcoming tech/process changes.
- Coordinated cross-functionally to reduce process friction across teams.
- Helped lead new hiring training sessions.

2013-2014 • Production Artist

- Processed customer designs to meet printability requirements.
- Consistently exceeded productivity targets and maintained high accuracy.
- Cross-trained in Logistics role to support during peak volume periods.
- Provided merchandising and Adobe Suite support to Art Technology Specialist.

2011-2013 | Freelance Multimedia Artist - Fairfax, VA

2011-2013 • Firesabre Consulting, LLC

- Environment and Level Design contracting for Fortune 500 companies.

Jun 2012-Jul 2012 • Fiteeza

- Terrain, Architectural, Prop, and Character modeling, texturing, unwrapping, and rigging.
- Graphical interface and user experience design for computers, consoles, and mobile devices. Created and managed patent applications for UI/UX designs.

Oct 2012 • Ave Media, LLC

- Level Layout, Look Development, and 2D Art for the video game "Elite vs. Freedom".

Education

2008-2012 | The Art Institute of Washington

- Bachelor of Fine Arts in Game Art & Design

Awards & Achievements

- 10x nominated for internal "Inkademy" awards for Innovation at Custom Ink.
- Graduated Magna Cum Laude with Highest Achievement distinction

Skills

- JAMF/Dell KACE/Panorama9
- Bash/Shell
- JavaScript
- Ruby on Rails
- VBScript
- Git/GitHub/Gitlab
- Google Apps Script
- Mac 10.8 "Mountain Lion" - Mac 13 "Ventura"/Windows
- GNU/Linux
- Ansible
- Docker / Docker-Compose
- PfSense
- Zendesk Administration/Ticket Triage
- Adobe Suite Deployment & Configuration
- JIRA