

# Kevin Aktug

## Education

2008 - 2012 | The Art Institute of Washington

- Bachelor of Fine Arts in Game Art and Design
- Graduated Magna Cum Laude, with Highest Achievement distinction

## Experience

Feb 2013 - Present | Custom Ink – Fairfax, VA

*Production Artist | Feb 2013 - May 2014*

*Production Art Development Coordinator | May 2014 - Oct 2015*

*Art Technology Specialist | Oct 2015 - Jan 2019*

*Customer Care Technology Specialist | Jan 2019 - Jun 2020*

*Customer Care Technology Manager | Jun 2020 - present*

- Manager for our Customer Care Technology Analyst
- Supported Desktop Hardware & Software needs for ~500 team members
- Prototyped and lead initiatives that drove 20-60% process automation rates
- Implemented a robust Work From Home program, which was a critical success during the COVID-19 pandemic
- Acted as a Knowledge Manager for Operations teams
- Maintained process & technology documentation
- Acted as a product manager for Operations initiatives
- Produced project outlines, ROI/Risk analysis, and participated in agile planning & stand-ups
- Performed in-depth QA Support for technology changes
- Performed Jr-level software engineering tasks, dealing with AWS, Ruby on Rails, and Javascript frameworks such as Electron
- Was nominated for several internal “Inkademy” awards for Innovation

Aug 2012 - Mar 2013 | C3 Cyber Club – Ashburn, VA

*Instructor*

- Taught K-5<sup>th</sup> grade students the fundamentals of video game design.
- Crafted advanced curriculums in Unreal Engine, based around visual scripting.

Jul 2011 - Aug 2012 | Freelance Multimedia Artist – Vienna, VA

*Firesabre Consulting, LLC (3D Artist, Engine Programming) - Houston, TX |*

*Jul 2011 - Mar 2012*

- Environment and Level Design contracting for Fortune 500 companies

*Fiteeza (3D/2D Artist, UI/UX Designer) - Vienna, VA | Jun 2012 - Jul 2012*

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

*Ave Media, LLC (Level Design, 2D Art) - Cheyenne, WA | Oct 2012*

- Short term level layout, look development, and 2D art for the video game “Elite vs. Freedom”

## Skills/Software

Adobe Creative Cloud, including Illustrator, Photoshop, Bridge, and more. Microsoft Office Suite and GSuite. Git & Github/Bitbucket. JIRA, Confluence, Basecamp. New Relic. Rollbar. Javascript, Electron, Flex. Zendesk. MacOS, Windows, Linux. Arduino.