

## Experience

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### 2013-Present | Custom Ink - Fairfax, VA

#### 2020-Present • Customer Care Technology Manager

- Complete project proposals and ROI/Risk Analyses in pursuit of company goals.
- 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 Customer Care Technology Specialist role.

#### 2019-2020 • Customer Care Technology Specialist

- Prototyped and led initiatives that drove 20-60% automation rates within team workflows.
- Leveraged prior remote work program to rapidly adapt to 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.
- Maintained all responsibilities from Art Technology Specialist role.

#### 2015-2019 • Art Technology Specialist

- Supported new product launches 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.
- Designed and implemented a robust remote-work program.
- Performed in-depth QA support for tech changes within the Art space.
- 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

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### 2008-2012 | The Art Institute of Washington

- Bachelor of Fine Arts in Game Art & Design

## Awards & Achievements

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