

OBJECTIVE

I am a motivated, detail-oriented individual seeking a challenging position in the tech/gaming industry where I can apply my skills in Customer Service, Software and Game Development to contribute to the development of innovative solutions and provide immersive and engaging customer experiences.

EDUCATION

B.S. in Computer Game Science - University of California, Irvine **September 2020 - June 2023**
Cumulative Final GPA - **3.7**

PROJECTS

Personal Website

- Designed and developed a responsive personal website using **HTML** for structure, **CSS** for styling, and **JavaScript** for interactivity.

Fading Lights: Narcissus Lux - Game Developer & UI/UX Designer **September 2022 - March 2023**

- Took on the role of UI/UX Designer; collaborated closely with a team of game developers to design and implement **user interfaces (UI)** that enhance player immersion and engagement using **C#** and **Unity Game Engine's UI Toolkit**.

OpenIDEOs Design Challenge - UX Designer **January 2023 - March 2023**

- Identified and reached out to stakeholders, researched and gathered data and designed a prototype through **Figma** in order to answer OpenIDEO's Design Challenge on digital thriving sponsored by **Riot Games, Fair Play Alliance, Sesame Workshop** and **IDEO**.

MAGIC! - Game Developer **January 2022 - June 2022**

- Incorporating game design patterns and UI principles, designed intuitive game controls, in-game navigation, and menus using **C#** (through **Unity Game Engine**) to ensure smooth transitions between gameplay and user interface elements.

College Students - Game Developer **April 2022 - June 2022**

- Worked with a team of developers to ensure the feasibility of designs, collaborating on UI implementation within the **Unity Game Engine**.

TECHNICAL SKILLS

Programming Languages: C++, C# (using Unity Game Engine), Python, Java, HTML, CSS, JavaScript, TypeScript

Frameworks: Angular

Software: Unity Game Engine, FieldRoutes, Figma

LICENSES / CERTIFICATIONS

Branch 2 Field Representative License - demonstrates a deep understanding of integrated pest management (IPM) principles, ensuring environmentally responsible solutions; awarded by the Structural Pest Control Board.

WORK EXPERIENCE

Joshua's Pest Control - Office Care Expert / Termites Expert **March 2024 - Present**

- Delivered top-tier customer service by addressing inquiries for both pest control services and termite control, maintaining customer satisfaction and fostering long-term relationships through proactive communication and service.
- Managed high-volume call intake with an average of **8 calls per hour**, consistently maintaining a *misstep* rate of less than 1% monthly.
- Utilized **FieldRoutes** software to schedule and track service requests as well as provide support for Field Experts enroute, ensuring accuracy and timely follow-ups.

Champs Sports - Retail Sales Associate **October 2018 - March 2024**

- Provided excellent retail service through the engagement of customers, effectively displaying merchandise and sharing product knowledge.