

BRET ABEL

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330-815-1394

Tacoma, WA

SKILLS

- Tech support reproduction, resolution, and escalation
- Root-cause analysis
- Object-oriented programming
- Data Structures and Algorithms
- Java, C++, Lua, Python
- XML
- Network and source control admin
- Agile methodologies
- Interdisciplinary team collaboration
- Technical documentation
- Build release and deployment
- Microsoft SharePoint, Teams, Power Automate
- Jira, TFS, Shotgrid, Confluence

EDUCATION

University of Puget Sound

Tacoma, WA • 05/2020

Bachelor of Science:

Computer Science, Japanese

PROFESSIONAL SUMMARY

Diligent engineer with years of experience in providing technical support to multidisciplinary teams on large live-service software projects. Proven track record in timely and compassionate communication. Demonstrated expertise in investigating technical issues from initial report to resolution, including escalation to specialized engineering teams. Avid Adobe product user (mainly Lightroom and Photoshop).

WORK HISTORY

Bungie - Production Engineer

Bellevue, WA • 11/2021 - 08/2024

- Provided technical support and training to designers, artists, and QA experts on seasonal and raid content on a AAA live-service game.
- Rotational week-long on-call shifts handling tech support tickets from the entire studio while juggling regular work
- Created and updated technical documentation as tools and workflow methodologies were updated
- Planned/attended regular stand-ups and sprint planning/review meetings with team leads to maintain a high level view of my support groups' statuses
- Determined root causes of internal tools crashes and implemented and/or recommended fixes to relevant engineering teams.
- Wrote XML schemas to define encrypted packages for new releases
- Completed workflow shadowing and automation scripting projects (C#, Power Automate, Linqpad)
- Migrated SharePoint documentation to Confluence
- Provided ad-hoc "bug burndown" and design work to meet my support users' deadlines while managing my own work
- Version control, documentation, and task tracking admin and maintenance (PerForce, Confluence, Jira, Shotgrid, TFS)

Bungie - Co-Lead, Pride@Bungie (Volunteer)

Bellevue, WA • 10/2022 - 08/2024

- Advocated in favor of holistic and realistic representation of diverse communities in Bungie's comms and products
- Oversaw a strike team to develop documentation with guidelines for inclusive in-game representation of marginalized identities.
- Moderated conversations and townhalls related to sensitive issues such as healthcare and gun violence

InfoSys - Associate Software Engineer

Raleigh, NC • 10/2020 - 11/2021

- Collaborated with cross-functional teams to define data requirements, resulting in accurate and timely delivery of business-critical data.

- Ensured data integrity through rigorous testing and validation of ETL code.

iD Tech - Programming and Game Design Tutor

Seattle, WA • 02/2020 - 10/2021

- Created personalized lesson plans in programming and game design to meet needs of diverse learners.
- Provided dedicated 1-on-1 customer service to achieve individual client learning goals.