

Professional Summary

IT support specialist transitioning toward DevOps engineering, with a background in workflow automation, Linux and Windows administration, and CI/CD pipelines. Skilled at diagnosing and resolving technical issues, scripting in Python/Bash, and documenting solutions for end users. Experienced in cross-team collaboration, ticketing (Jira), and process improvements that reduce errors and save time.

Core Skills

Infrastructure	Linux, Windows, macOS; user/device management; permissions; basic shell administration
Networking	Basic TCP/IP, VPN setup, file sharing, system permissions
Automation	Python, Bash; batch processing; error-reduction scripts
CI/CD	Jenkins (job config, validation, multi-platform builds)
Tools	Git, Perforce, Jira, Confluence, remote assistance
Support	Troubleshooting H/W & S/W, clear documentation, empathetic communication

Professional Experience

Mar–Apr 2025	Technical Artist (Contract) , <i>Anuttacon via GoDemic</i> , Remote <ul style="list-style-type: none">Supported production teams by diagnosing and resolving technical issues across digital workflowsCreated automation scripts (Python/Bash) to reduce repetitive tasks and improve processing speedIncorporated user feedback to improve tool usability and reliability; wrote clear usage docsConfigured Jenkins jobs for validation/build steps, improving repeatability and reducing manual errors
Nov 2024–Mar 2025	Technical Animator (Contract) , <i>Hi-Rez Studios</i> , Alpharetta, GA <ul style="list-style-type: none">Provided technical support for asset integration, build reliability, and pipeline troubleshootingBuilt Python and MaxScript utilities to automate environment and setup processesPartnered with engineering and content teams to resolve asset-related errors quickly
Aug 2023–Oct 2024	Associate Rigging Artist , <i>Hi-Rez Studios</i> , Alpharetta, GA <ul style="list-style-type: none">Troubleshoot and resolved complex pipeline and compatibility issues across tools and platformsReduced processing time by 25% via custom scripting and workflow optimizationCoordinated with multiple teams to meet deadlines under fast-changing requirements

Technical Projects & Achievements

- Process Automation & Error Reduction**, *Hi-Rez Studios*
- Automated conversion pipelines, reducing manual work by **60%** and asset-related bugs by **40%**
 - Documented runbooks and failure modes; improved reproducibility and handoffs
- GUI Tooling for Repeatable Processes**, *Internal Development*
- Designed GUI-driven tools that made complex workflows accessible to non-technical users
 - Impact:* Shortened onboarding time and reduced senior-staff dependency
- CI/CD Implementation**, *Anuttacon Contract*
- Configured Jenkins automation for validation and multi-platform builds; maintained a **99% success rate**
 - Impact:* Reduced manual QA time by **40%**; increased deployment reliability

Education

May 2023	BFA, Animation and Game Design , <i>Cleveland Institute of Art</i> , Cleveland, OH Senior Project: Automated Rigging System for Game Characters
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