

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

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