

Professional Summary

IT support specialist with a background in automation, troubleshooting, and workflow optimization ... (your IT summary here)

Core Skills

|                   |   |
|-------------------|---|
| Technical Support | Troubleshooting hardware/software, Jira ticketing, Confluence docs, remote assistance |
| Operating Systems | Windows, macOS, Linux   |
| Networking        | Basic TCP/IP, VPN setup, system permissions, file sharing                             |
| Scripting         | Python, Bash, MaxScript, MEL  |
| Tools             | Git, Perforce, Jenkins  |
| Customer Service  | Clear communication, active listening, multi-tasking                                  |

Professional Experience

- Mar–Apr 2025
- Technical Artist (Contract), Anuttacon via GoDemic, Remote

  - Supported production teams by diagnosing and resolving technical issues in asset workflows
  - Created automation scripts to reduce repetitive tasks and improve processing speed
  - Incorporated user feedback to improve tool usability and reliability