# CJ Nowacek

*IT Support & Technical Problem Solver — DevOps in Progress*

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## Professional Summary

IT support specialist with a background in automation, troubleshooting, and workflow optimization in high-tech production environments. Skilled at diagnosing technical issues, documenting solutions, and delivering clear, empathetic communication to end users. Adept at learning new systems quickly, collaborating across teams, and implementing process improvements that save time and reduce errors. Currently building expertise in Linux administration, cloud platforms, and CI/CD to support a transition into DevOps engineering.

## Core Skills

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

## 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

**Nov 2024–Mar 2025** — **Technical Animator (Contract)**, *Hi-Rez Studios*, Alpharetta, GA
- Provided technical support for Unreal Engine 5 asset integration
- Developed Python and MaxScript tools to automate setup processes
- Collaborated with art and engineering teams to resolve asset-related errors

**Aug 2023–Oct 2024** — **Associate Rigging Artist**, *Hi-Rez Studios*, Alpharetta, GA
- Troubleshot and resolved complex rigging and asset compatibility issues
- Reduced asset processing time by **25%** through custom scripting and workflow optimization
- Partnered with multiple teams to meet project milestones under tight deadlines

## Technical Projects & Achievements

**Process Automation & Error Reduction**, *Hi-Rez Studios*
Automated asset conversion pipelines, reducing manual work by **60%** and asset-related bugs by **40%**.
*Impact:* Faster issue resolution and more reliable asset deployment.

**Tool Development for User Support**, *Internal Development*
Designed GUI-driven tools for repeatable technical processes, making complex workflows accessible to non-technical team members.
*Impact:* Shortened onboarding time for new staff and reduced dependency on senior technical staff.

**CI/CD Implementation**, *Anuttacon Contract*
Configured Jenkins automation for asset validation and multi-platform builds, maintaining a **99% success rate** for zero-downtime deployments.
*Impact:* Reduced manual QA time by **40%** and increased deployment reliability.

## Additional Technical Skills

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|---|---|
| Infrastructure | CI/CD, build automation, pipeline scripting |
| Version Control | Git, Perforce, branching workflows |
| Scripting APIs | Maya API, PyQt, MaxScript |
| Graphics & Engines | Maya, 3ds Max, Unreal Engine 5, Unity |
| Workflow Automation | Batch processing, error reduction scripts, cross-platform tooling |

## Education

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