CJ Nowacek

IT Support & Technical Problem Solver — DevOps in Progress

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Professional Summary

IT support specialist transitioning toward DevOps development, 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/Shotgrid), 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
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)**, *Anuttacon via GoDemic*, Remote
- Supported production teams by diagnosing and resolving technical issues across digital workflows
- Created automation scripts (Python/Bash) to reduce repetitive tasks and improve processing speed
- Incorporated user feedback to improve tool usability and reliability; wrote clear usage docs

Nov 2024–Mar 2025 — **Technical Animator (Contract)**, *Hi-Rez Studios*, Alpharetta, GA
- Provided technical support for asset integration, build reliability, and pipeline troubleshooting
- Built Python and MaxScript utilities to automate setup processes

Aug 2023–Oct 2024 — **Associate Rigging Artist**, *Hi-Rez Studios*, Alpharetta, GA
- Troubleshot and resolved complex pipeline and compatibility issues across tools and platforms
- Reduced processing time by **25%** via custom scripting and workflow optimization
- Coordinated 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 **50%** and asset-related bugs by **25%**
- 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

Education

May 2023 — **BFA, Animation and Game Design**, *Cleveland Institute of Art*, Cleveland, OH
Senior Project: Cinematic story driven game