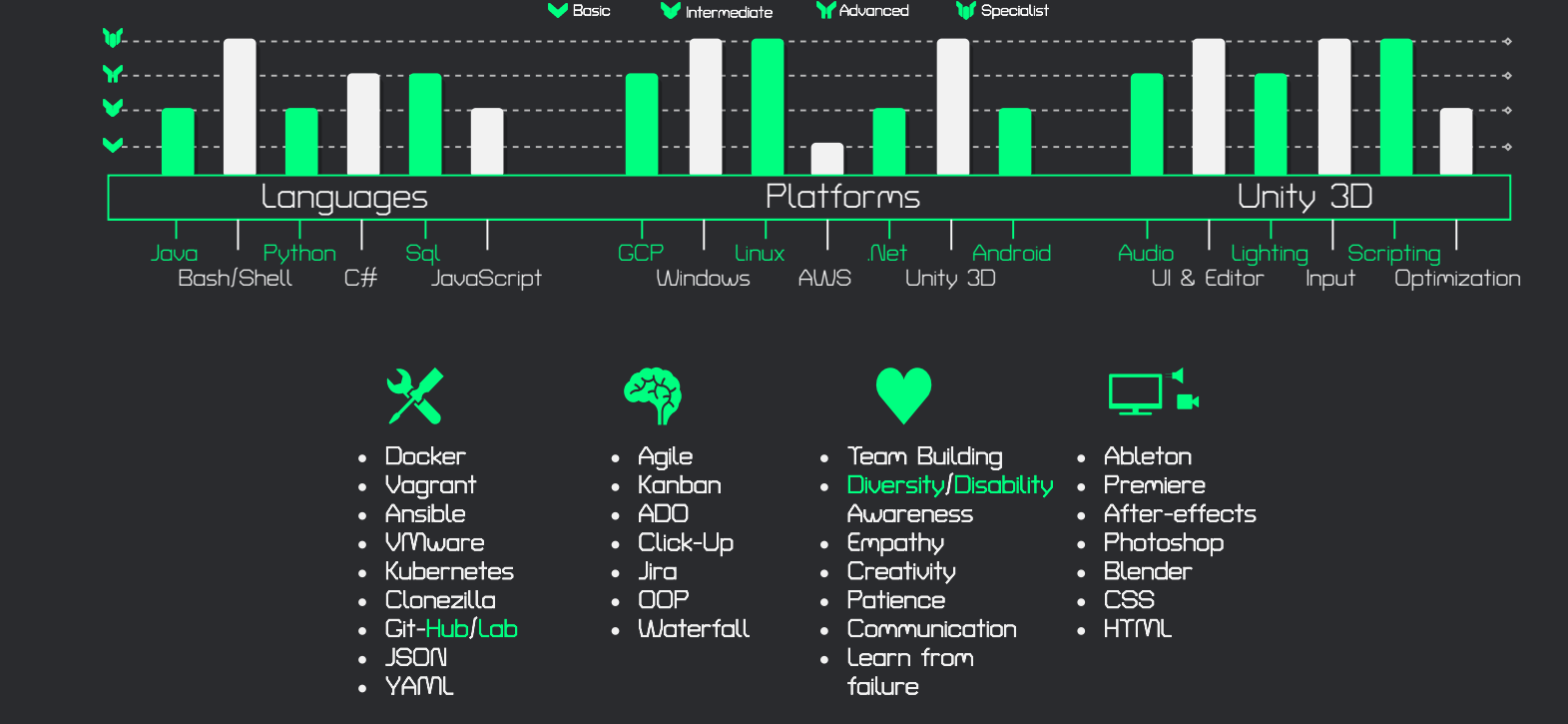


Hey, I'm Max!

i'm a multidisciplinary engineer & developer with 10 years of experience supporting, maintaining, developing, documenting, and testing SaaS products, tools, and technical infrastructure.



C#/Unity Work	Bash & Linux Work	Other Tech/Dev Work
<ul style="list-style-type: none"><li>• Input-wrapper to enable support for saving/changing custom input schemes on a variety of devices, accessing more robust control data, and greatly simplifying code syntax.</li><li>• multiple camera and player controller systems for 2d/3d 1st/3d person experiences (K/VIB, Gomepad)</li><li>• Spline driven animation, pathing, particle systems and editor tools</li><li>• Combat system featuring multiple modifiers and predefined behaviors, back-end and tools.</li><li>• Custom IMGUI editors for designers to rapidly iterate through asset creation, game balance, and game-feel.</li><li>• Dynamic Linux system and network troubleshooting framework, UI, and modules (Virtual Agent) to reduce HD call volume.</li></ul>	<ul style="list-style-type: none"><li>• Automation Systems: Content Deployment/Cloud Resource Creation/Systems Administration system connecting multiple pipelines and reducing a weeks' worth of skilled work to seconds.</li><li>• Inventory tracking and diagnostic tools which greatly reduced category HD call times.</li><li>• Suite of tools to diagnose and correct payroll and time tracking errors as well as several tools to manually explore data greatly reducing category HD call times and increased HD agent accuracy.</li><li>• Patches and updates resulting (combined) in several million dollars in negated or delayed replacement costs.</li><li>• Gsuite org set-up (email, gcp, domain) + Containerized GitLab CE in GKE using DevOps Runner, Ingress, Prometheus, GCR, and click-up for automated builds on local bare-metal cluster.</li></ul>	<ul style="list-style-type: none"><li>• Discord Bots administering over 10k users daily (C#/Net/AWS)</li><li>• PH-Wifi Connect Android App v1 and 2 (Java/Android Studio) deployed to thousands of users.</li><li>• Mads and Add-ons for Skyrim and World of Warcraft (Lua, HSL, Papyrus)</li><li>• Help Desk KPI/metrics system (Unity3D, Cisco Agent, MySQL, Remedy) adopted by team leads on PHHD.</li><li>• Dynamic Brand-Standards reporting (Javascript/HTML/CSS)</li><li>• Wolf Howl Award winning Audio composition/production and sound design (Ableton Live)</li><li>• PCI Security audit compliance patches deployed to thousands of machines (Powershell/Bash)</li><li>• Automated fleet software update and management process (Bash/Google Cloud Platform/Ubuntu/Ansible)</li></ul>

## Places I've Worked

### Diagnostics Engineer - STRIVR

Nov 2019 - Current

- Worked with a mid-sized group of developers from multiple teams to understand automation needs and delivered a process and library of tools to unify the last-mile content delivery/packaging/Warehouse/Cloud Services teams processes, reducing weeks worth of stop-and-go hand-offs to a few seconds of work by a non-skilled user.
- Reworked hardware RMA process from a laborious and inefficient task into a series of automated tests and processes able to diagnose, repair, retrieve, and deliver data with minimal human interaction. This vastly accelerated the hardware re-certification and inventory process as well as laid the groundwork to provide a documented, accountable and standardized hardware pipeline.
- In response to a request from an international customer, was able to deliver an automated system update and testing process to keep them safe and compliant for audits ahead of schedule and with a solution that will scale to all other clients as well when requested in the future.
- Used: C#, Unity3D, Ubuntu 18.04, Windows 10, Bash, Powershell, Ansible, JSON, Google Cloud Platform, Oculus/Pico, Git, ADO, Service Now, Android Studio, Docker

### Systems Engineer - Pizza Hut

Sept 2011 - Nov 2019

- Owned hardware and system image validation/documentation pipeline. Worked closely with chief systems architect, stakeholders, clients, Help Desk, and vendors to ensure/enforce compatibility and brand standards across a diverse base of POS hardware encompassing over 100k devices.
- Reliably created systems patches and scripts enabling the continued support of a vast array of legacy hardware as the company moved from SuSE to Ubuntu, and again from x86 to x64 with 18.04 which cumulatively have negated tens of millions of dollars in hardware upgrade/replacement costs.
- Contributed to/maintained critical portions of the server and client OS images of windows and linux devices, and developed tools for order entry, cash out, time keeping, payroll, inventory, diagnostics, reporting and recipe software.
- Served as primary contact with hardware and software vendors to ensure uninterrupted life-cycle of deployed products, respond to and resolve critical issues that arose from updates and changes to hardware, and mitigate issues like meltdown and specter when they arose.
- Completely revamped the way the Technology Services Group generated and disseminated documentation. Was tapped often by other teams to work on technical documents or guides for employees/field techs which resulted in tangible savings on installer dispatches. I'm proud to have taken the company from 0 to 100% of all deployed hardware being photographed uniformly, documented, tested, certified to an established standard, and all content published to a centralized and accessible location.
- Used: Bash, C#, Python, JS, Java, SQL, JSON, Ubuntu(14-18), Suse8, Git, Kanban, Jira, Windows, Powershell, Unity 3D, Android Studio

### .Net Developer, Community Manager - JC+ Congress

August 2019 - March 2020

- Delivered bespoke discord bot, database system, and user management tools with features unavailable on commercial bots such as behavior tracking, user account persistence, community engagement tools, user authentication, time keeping for staff, and dynamic quarantine zones.
- Bot successfully served and moderated community of 10k+ users allowing for a small volunteer moderation team which saved costs, but also generated value through it's synergistic interactions with fundraising and activism/volunteer outreach systems.
- Used: C#, .Net Core, Discord .Net, Google Sheets API, Wix, SQL, AWS EC2

### Guild Master/Community Manager - WoW Guild

February 2017 - June 2019

- Executive leadership position of guild consisting of up to 75 members focused on end-game heroic difficulty progression
- Coordinated and executed transfer and rebuild of World of Warcraft guild from low population service to Proudmoore-US. There, I ran our recruitment and social media strategy enabling us to rise to a server top 100 raiding guild, including multiple top-10 ranked boss kills for US servers.
- Achieved zero attendance induced raid cancellations and zero required pugging from 2017 onward by focusing on member engagement, transparency, and maintaining a diverse community. I bolstered these principles with projects like a custom Discord bot to drive community participation in out-of-game conversations, a Unity 3D first-person experience based on in-jokes to boost morale, scheduled activities, and utilizing guild resources to reward members.
- Grew many individuals skills in game and in other aspects of managing the Guild by training an officer corps and delegating responsibilities, as well as utilizing computer assisted modeling, community resources, and custom tools to help train and inform raiders some of whom were able to move on world-ranked competitive guilds.
- Used: Leadership, Team Building, Social Media, Recruitment, Training, Video Editing, Photo Editing, Conflict Resolution, C#, Discord .Net, Unity 3D, Google Sheets API, .Net Core, AWS EC2, SQL

### The Archives

2011 and older

- Pixel Virtuosa Group: Audio Technician / Programmer - Unity 3D, Ableton Live, C#
- Frank Otte's Nursery Centers: Sales, Horticulture, Operator/Driver
- Beef O'Bradys - Kitchen Manager (Night)

