

Donald Law

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EDUCATION

University of Georgia

Athens, GA

Bachelors of Business Administration in Management Information Systems

May 2024

Leadership Experience: Life Scout BSA, UGA WUOG Officer, UGA E-Sports Officer, Student Supervisor

Volunteering: Books for Keeps, Project Safe, UMC Food Bank

Awards: Zell Miller Scholar, Dean's List

EXPERIENCE

Technical Specialist

Aug 2020 – Present

Freelance

Athens, GA

- Began providing IT assistance to individuals to gain practical experience while attending college.
- Install and configure VPNs on home networks, ensuring clients have secure and reliable connections.
- Diagnose and repair PCs, including hardware assembly, software troubleshooting, and system upgrades.
- Create and maintain websites for clients, utilizing web development skills.
- Simplify technically complex concepts for non-technical users and offer personalized software training

Strategy Coach

July 2021 – Present

Freelance

Athens, GA

- Train players in strategic thinking and decision-making across various strategy game titles
- Deliver paid VOD reviews, live coaching sessions, and develop strategy guides to enhance player learning
- Analyze gameplay data to identify strengths and weaknesses, providing personalized feedback
- Successfully coached 30+ individuals, with an average improvement in quantifiable skill of over 40%
- Guided 5 students into achieving the top 1% skill bracket for their respective area of coaching

Seasonal Fulfillment Expert

Sept 2023 – Jan 2024

Target

Athens, GA

- Picked and packed guest orders for store pickup, drive-up, and home delivery
- Fulfilled 25+ orders and picked 300+ items per shift, averaging over 98% accuracy
- Worked with team members to consistently exceed daily sales and productivity targets while under strict deadlines
- Utilized interdepartmental knowledge to assist customers in quickly locating products on the sales floor.
- Lifted and moved merchandise in excess of 100lbs, maintaining a perfect safety compliance record

Student Supervisor

March 2022 – Sept 2023

Panda Express

Athens, GA

- Lead and mentored a team of 10+ students in a fast-paced, high-volume environment
- Managed customer service issues and developed excellent communication skills
- Processed hundreds of daily cash and card transactions and handled the issuing of refunds
- Monitored inventory levels and performed all duties required of Cook and Service positions
- Assisted in on-boarding new employees and provided continuous guidance during their training

PROJECTS

Technical Lead | *Excel, PowerBI, Jira, Lua, Blender*

Feb 2018 – Oct 2021

- Vital in the development of a Roblox project made for kids entertainment
- Published game has 100k+ daily active users and has generated 500k+ USD in cumulative revenue
- Analyzed in-game sales data using Excel and PowerBI, increasing revenue by over 20%
- Modeled and textured 20+ unique assets, doubling the available purchasable catalog
- Handled end-user bug reports in Jira

TECHNICAL SKILLS

Languages: SQL, Python, Java, Lua, HTML, CSS, LaTeX

Software: Microsoft Excel, Office 365 Suite, Tableau, PowerBI, Visio, Jira, JMP, Salesforce

Developer Tools: Git, VS Code, IntelliJ, Eclipse // exposure to AWS, Azure, Apache Tomcat, Docker, Kubernetes

Creative Tools: AutoCAD, Blender, Sony Vegas, Photoshop, Adobe Suite, Unity

Other: Agile, Scrum, and Lean Six Sigma methodologies; pursuing CompTIA A+, CompTIA Sec+