

# Michael Herd

## Budding Game Dev

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## Professional Summary

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Budding Game Developer with hands-on experience in HTML/CSS, Java, C#, and GDScript. Background in tech support and customer service. Passionate about building games and tools to help others.

## Work Experience

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### Freelance

March 2024 to Present

- Graphic design and key frame animation via Photoshop
- Video editing via Vegas Pro and some Premiere
- Music composing, recording, and mixing via GarageBand and Reaper.
- Tech support

I network with live streamers and content creators from Twitch, YouTube, and TikTok and offer services ranging from animated emotes to video edits and custom intro music, as well as stream support on the technical side.

### Tech Consultant

**Target** | Kansas City, KS

November 2022 to June 2024

- Handle freight for electronics and entertainment areas.
- Provide customer service for everything from printers, to video games, to cellular service and smartphones.
- Assisted in redesigning the electronics stockroom to be tidier and more efficient to find items in.
- Work closely with Asset Protections to monitor and prevent scams and attempted frauds.

### Samsung Experience Consultant

**Samsung/Mosaic** | Lees Summit, MO

August 2013 to August 2015

- Samsung product sales (Smartphones, tablets, computers, smart TV's)
- Educating customers on products and purchases, including scheduled in-store classes for smartphones and tablets running Android
- In-store Android/Touch Wiz software support
- Maintaining Samsung's brand image inside of Best Buy stores
- Keeping up to date on the newest technology and carrier-specific mobile plans.
- Assisted in the training of multiple other SEC's (Samsung Experience Consultants), including Store Leads
- Played an essential role in improving multiple different Samsung Experience Shops from bottom five in the market to top in the market
- Won a national Samsung Experience Shop sales contest

## Education

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High school diploma

## Skills

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Technical Support

Adobe Photoshop

Typing

Sales

CSS

Software development

C#

Java

Video

Editing

HTML

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## Languages

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English

## Links

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<https://github.com/eindoc/2KEEN>

<https://eindoc.itch.io/ians-arcade-portfolio-project>

## Certifications and Licenses

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Driver's License

## Additional Information

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Authorized to work in the US for any employer