

Liam Craffey

Game Production Management Student

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Areas of Expertise

- [Certified Scrum Master](#)
- QA Testing Management
- Microsoft Project, PowerPoint, Word and Excel
- Familiarity with Programming logic
- Experience with Java
- Basic video editing experience
- Working independently – in groups
- Confidence in public speaking
- Understanding of Computer Hardware
- Customer Service
- Zendesk

Relevant Experience

[Minority Media](#), Montreal, QC

January 2017 – May 2017

Production Intern

- Researched platform competitors and drafted competitor analysis
- Formulated integral component of product placement within market
- Compared options and set up new customer service system
- Assisted and solved customer support issues
- Prepared and coordinated the technical side of product demos

Game Production Team Management

January 2016 – May 2016

- Worked on the production of five separate game projects
- Gained familiarity and experience working with multiple teams
- Led a team that accomplished its milestone of being shown at [GameFest 2016](#)
- Created and edited final game concept [announcement trailer](#)

[Champlain College](#), Burlington, VT

January 2016 – Present

Quality Assurance Manager, Champlain Game Studio

- Managed student team and tester sign up process which includes: database management, documentation review, customer service, and attendance recording
- Supervised and maintained lab equipment for student use
- Organized Champlain's [GameFest 2016](#) event participation

[iD Tech Camps](#), Olin College of Engineering, Needham, MA

June 2016 – August 2016

Instructor

- Mentored and provided leadership for groups of up to eight youth, ages 10-12, each week
- Planned and facilitated classroom activities and lessons on Java Programming
- Supervised outdoor recreational events and managed student projects

Education

[Champlain College Stiller School of Business](#), Burlington, VT

August 2014 – Present

Bachelor's Degree in Management of Creative Media: Game Production

- GPA of 3.56 (4.0 scale) – Studying in Montreal Spring 2017
- Current Overwatch Varsity starting player – Participated in Extra Life 2016