

# Liam Craffey

Game Production Management Student

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## Areas of Expertise

- [Certified Scrum Master](#)
- [Certified Product Owner](#)
- QA Test Management
- Microsoft Project, PowerPoint, Word and Excel
- Familiarity with Programming logic
- Experience with Java
- Video Editing
- Working independently – in groups
- Confidence in public speaking
- Understanding of Computer Hardware
- Customer Service
- Basic HTML Knowledge
- Zendesk Management

## Relevant Experience

[Shanghai Construction Group](#), Shanghai, China

### Video Editing and Marketing Intern

May 2017 – August 2017

- Researched competitor markets with product specifications
- Edited videos to properly communicate company vision and product on a variety of platforms

[Minority Media](#), Montreal, QC

### Production Intern

January 2017 – May 2017

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

### Game Production Team Management

January 2016 – May 2016

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

[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
- Organized Champlain's [GameFest 2016](#) event participation
- Supervised and maintained lab equipment for student use

## 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 Tank Position Coach