



Macauley Hopper

Designer & Producer

TO

Fossil Group
Richardson, TX

POSITION

Customer Service Representative

DATE

February 12, 2018

Hello Fossil!

I am interested in your Customer Service Representative position, I really do believe that a customer service representative is a vital part of any business. They can create a life long customer or someone who will no longer buy from the company. I believe my tech skills and customer service experience would be beneficial to Fossil.

From my time with Cinemark as an Assistant Manager I have gained valuable customer service skills. Cinemark has taught me how to meet and exceed each customer's expectations with service that sells. I have assisted all types of customers in all types of settings. I realize that acquiring and maintaining loyal repeat business as well as spreading the word of your business through these loyal patrons is of the utmost importance in every company.

At XO Communications I worked as a Configuration Management Engineer. During my time I compiled documentation on all systems our developers used, researching new programs to see if they would be beneficial for our developers, and partnered with developers to determine program efficiency. Whenever developers had questions or needed troubleshooting assistance, I worked with and assisted them on how the programs worked and how they should use the programs with their development. If programs were causing problems for developers I would look to see if it was a program error or a systems error. I also put all the documentation into a company wide wiki so developers had quick access to information on the programs and processes.

I am extensively familiar with computer hardware and software on both PC and Mac machines. In my spare time I have built my own windows machine at home and continue to maintain and upgrade it.

My work with previous projects has given me extensive knowledge in a variety of programs, including: Adobe Suite, Team Foundation Server, Jira, SourceTree, Git, TortoiseGit and Microsoft Office Suite. I also have experience in working with and leading teams from multiple departments.

I welcome the opportunity to talk with you about this position at your earliest convenience. Thank you for reviewing my work and my experience, and I look forward to hearing from you.

Thank you,
Macauley Hopper

Macauley Hopper

Designer & Producer



PERSONAL

Nationality American

Languages English

CONTACT

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LINKS

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Personal Statement

Working in the tech industry is an interesting thing, it is constantly changing and evolving, to truly do well in you have to always be adapting to what is happening. Whether they be new programs or all the usual exits in Humans vs Zombies are blocked and you have to make your own exit I am always ready to try new things and adapt! When not at work I can be found playing games, working on 3D printing cosplay props, or working on personal projects.

Professional Experience

Current

Configuration Management Engineer

XO Communications, Plano, TX - October 2014 - Present

- Created documentation for various applications, including Git, SourceTree, Tortoise Git, and Team Foundation Server.
- Assisted developers with company programs, troubleshooting, and program development implementation.
- Provided support for Git development tool and build environments.
- Managed Agile development process, hosting daily scrums with 10 developers.
- Researched new programs to see if they would be beneficial to developers.
- Helped teach developers how to utilize new programs.
- Researched new programs to see if they would benefit developers

2014

Assistant Manager

Cinemark, Plano, TX - August 2010 - October 2014

- Assisted customers when they had issues
- If a customer had an issue I could not help with I would get the proper person who could help them
- Helped customers who had questions about the theater or a specific movie
- Managed crowds by forming lines for theaters, and helped exiting crowds not overrun the entering crowds
- Balanced the theater safe
- Worked with employees to schedule breaks and daily tasks
- Helped employees with work when the theater became busy
- Helped check inventory of concessions product
- Helped customers with refunds

Personal Projects

Current

Designer & Producer - A.R.C.H.O.N

Tiny Tyrants, Plano, TX - January 2015 - Present

- Designed the destructible environment mechanic, event card system, and all armor and weapons.
- Studied and maintained target demographic studies for optimal customer reach.
- Led play testing sessions, and designed and balanced the armor and weapon systems.
- Collaborated with artists to ensure the armor pieces and weapons were able to work with the players' ARCHON cards.

2014

Designer & Producer - Five Suns

Studio Hue, Savannah, GA - January 2014 - June 2014

- Designed the moment-to-moment gameplay, including the combat system, enemy classes, and spell sets.
- Led play testing and daily scrum sessions, and oversaw cast and crew production schedule.
- Presented results of the play testing sessions to various departmental personnel.
- Directly responsible for all project deadlines, including all art assets, design principals, voice work, and casting.
- Received Entelechy 2014 Best 2D Game Award.

EDUCATION

2014

Savannah, College of Art and Design, Savannah GA

Bachelor of Fine Arts in Interactive Design and Game Development
2014

SOFTWARE

- C++
- Unreal Development Kit
- Adobe Creative Suite
- Google Product Suite
- Jira/Team Foundation Server
- Git
- SourceTree/TortoiseGit
- Microsoft Office