Macauley Hopper

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PERSONAL

Nationality	American
Languages	English

CONTACT

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LINKS

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Personal Statement

Working in a customer service position I want to make sure each customer is treated with the upmost respect. I want each customer to be greated in a friendly manner. When not working I enjoy watching movies, building models, and playing board games with friends!

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

2010 **Concessionist**
Cinemark, Plano, TX - June 2008 - August 2010
- Served popcorn, sodas, and candy to customers
- Managed a personal register and made change for customers
- Cleaned and maintained the cafe area including the equipment, display case, and transaction area
- Prepared coffee, frappuccinos, and milkshakes on request, served ice cream and nachos on request
- Multitasked and made multiple orders at once to make sure customers were not kept waiting
- Made sure to be kind and treat customers with respect and received several compliments from customers

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