

# Macauley Hopper

Designer & Producer



## PERSONAL

Nationality American

Languages English

## CONTACT

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## LINKS

[www.macauleyhopper.com](http://www.macauleyhopper.com)

[www.linkedin.com/in/machopper](http://www.linkedin.com/in/machopper)

[www.twitter.com/Woohness](http://www.twitter.com/Woohness)

## 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 greeted 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