



Macauley Hopper

TO

Gearbox Software
Frisco, TX

POSITION

Helpdesk Analyst

DATE

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Hello Gearbox Software!

Have you been searching for an enthusiastic, charismatic individual who enjoys the game and tech industry? My name is Macauley Hopper, and here's what I could immediately bring to the table as a Helpdesk Analyst at Gearbox Software.

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.

When XO Communications shuttered their staff with a series of layoffs, I found myself in a predicament of unemployment I could have spent a week or two licking my wounds, however, this isn't my style. In the first twenty four hours, I had subscribed to more than a half dozen job boards, contacted local recruiters about open positions, and got myself enrolled into a C++ programming course. This is the passion and drive I bring every day of the week, be it with professional work or personal projects.

One of my personal projects, A.R.C.H.O.N for example, I helped document the core mechanics of the game and helped analyze the information from the leads to sort out priority tasks, if a task was taking longer than estimated I would determine the causes of production slowdown.

There will almost always be times when the unexpected happens and you have to remain calm, and coming from experience, I believe the best way to do this is - knowing team/good rapport, maximizing the skill set of each individual, being flexible on the job, and having a well planned schedule.

Thank you for your time!

Macauley Hopper