SHADAI ALEXANDER

CONTACT

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🌐 https://salexa2.github.io/#projects

📍 Maryland

EDUCATION

Bachelors in Applied Computer Science
George Mason University
Jan 2022 - May 2024
GPA: 3.5

Associate of Computer Science
John Tyler University
July 2019 - June 2021

SKILLS

- **Programming languages: Python, Java, C/C#/C++**
- **Databases: MySQL**
- **Tools: Git,GDB, VSCode, Eclipse, Unity, MAYA, Blender, Microsoft Suite**
- **Proficient in application and kernel development**
- **Proficient in debugging**
- **Unit, Acceptance, and exploratory testing**
- **Familiarity with Network Programming**
- **Data Analysis**
- **Powerpoint and Excel**
- **Time Management**
- **Collaboration**
- **Project Management**
- **Attention to detail**
- **Conflict Resolution**

PROJECTS

Scene Through
01/2024-05/2024

C#

- Developed the narrative, character design, and animations for a 2.5D horror puzzle game, creating an engaging storyline and immersive characters that drive the player's experience.
- Led front-end coding for the GUI and level design, ensuring a responsive interface, seamless gameplay, and challenging puzzles that align with the game's horror theme.
- Implemented environmental physics (e.g., water buoyancy) and managed play-testing, refining game mechanics, assets, and overall performance for an optimized player experience.

Dorm Dazzle
09/2023-12/2023

C++

- Designed and built a custom game engine from the ground up, optimizing it for efficient performance and seamless gameplay in an idle dorm decorating game.
- Designed and implemented isometric sprite styles, creating visually appealing furniture, and environmental assets to enhance the game's aesthetic.
- Developed an intuitive and responsive GUI (Graphical User Interface), ensuring seamless user interaction with menus, controls, and in-game elements.

Study Sigma
01/2023-05/2023

Python

- Developed a study app for college students that uses complex algorithms, to take in a YouTube URL and retrieve a transcription from the video.
- Managed Front End Development along with multi- language support within the app, enabling users to seamlessly interact with the software in various languages.

WORK EXPERIENCE

Call Center Specialist
07/2024-Current

Capital Remodeling

- Answering customer inquiries and providing accurate product or service information.
- Utilized CRM software to accurately document customer interactions, ensuring accurate tracking of inquiries and resolutions
- Upselling or cross-selling products or services when appropriate.

US Rater
11/2022-08/2023

Telus International

- Provide feedback on search engine results, helping to improve search algorithms and enhance user experience.
- Assess social media content, websites, and advertisements for quality, relevance, and accuracy according to specific criteria.

Customer Experience Assistant
06/2021-12/2021

CarMax

- Answer customer questions via phone, email, and chat, providing accurate information about vehicles, pricing, promotions, and store policies.
- Assist customers in navigating the CarMax website, providing guidance on inventory, financing options, and other services to enhance their online shopping experience.
- Contribute to achieving customer service goals, supporting the team in meeting key performance indicators (KPIs) for customer satisfaction and sales.