

# Koby Thibodeaux

[kobythib.com](http://kobythib.com) | [kobythib@gmail.com](mailto:kobythib@gmail.com) | [linkedin.com/in/kobythib](https://linkedin.com/in/kobythib)

## EXPERIENCE

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### Administrative Assistant - Project Management & IT

Sept. 2024 – Present

*BlackHawk Technology Group*

*Lafayette, LA | Full-Time*

- Acted as assistant project manager for access control and video surveillance installations, coordinating internal teams and external vendors to deliver tailored solutions for clients in the energy sector
- Developed and maintained interdepartmental documentation and workflows in SharePoint to streamline communication and improve operational efficiency
- Supported IT for a newly-built call center by installing and running peripheral cabling through walls to server racks; configured PCs and installed essential software
- Launched and managed online liquidation of outdated inventory, handling pricing strategy, B2B negotiations, customer outreach, and accurate bookkeeping for all transactions

### Sr. Digital Inkjet Press Operator

Jan. 2024 – Sept. 2024

*Amedisys Healthcare*

*Baton Rouge, LA | Contract*

- Operated, troubleshoot, and maintained high-volume Xerox Baltoro digital inkjet presses, ensuring consistent print quality and minimizing downtime resulting in 1,500+ books produced daily
- Streamlined workflows and improved operational efficiency through process improvements, and coaching of junior operators

### Head of Quality Assurance

Feb. 2023 – Present

*Vigilus (formerly Crimer)*

*Baton Rouge, LA | Part-Time, Hybrid*

- Developed Standard Operating Procedures and handbook for on-boarding QA Testers
- Authored and executed test cases for websites, web apps, desktop apps, and mobile apps
- Ensured seamless user usability and accessibility across all supported devices and platforms

### Quality Assurance Tester - Microtransaction Team

Sept. 2021 – Sept. 2022

*Electronic Arts (Contractor for Respawn Entertainment)*

*Baton Rouge, LA | Contract, Hybrid*

- Authored and executed ad hoc test cases to validate new features and ensure complete coverage
- Navigated development and staging environments to verify functionality and assist in issue replication
- Collaborated with team members using Agile methodologies to complete test cycles and meet release deadlines
- Performed end-user testing on content titles such as Apex Legends; identified bugs and submitted detailed reports via ticketing system

### Training Coordinator of Customer Service and Dispatching

June 2018 – Sept. 2021

*ASAP (formerly Waitr)*

*Lafayette, LA | Full-Time, Hybrid*

- Spearheaded improvements to onboarding by establishing the company's first structured training program
- Execute week-long training curriculum for groups of 8-15 new hires
- Take part in candidate selection for recruiting and conduct interviews
- Led ongoing training for current staff on newly-launched products and services, and provided retraining as needed based on performance

### E-Commerce Retailer

2017 – Present

*Self-Employed*

*Hybrid*

- Provides either supplemental or full-time income as needed, resulting in 100% positive customer feedback from 400+ sales over nearly 10 years
- Managed inventory procurement, created and optimized product listings, facilitated effective customer communications, and coordinated in-person events
- Designed and produced custom t-shirts, using self-taught graphic design skills

## INDEPENDENT PROJECTS

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- Self-Hosted Multiplayer Servers** | *Minecraft, Project Zomboid, Risk of Rain* 2018-Present
- Using developer-provided documentation, configured and hosted video game servers on self-built PC
  - Implemented server scripts to streamline maintenance and backups, and integrated a wide range of mods, leading to extensive compatibility troubleshooting.
  - Administrated for 10+ active users, including rules enforcement and in-game event coordination
- Private Auto Sales** | *'87 BMW E30, '02 Honda XR400R, '97 Subaru Legacy Outback, '99 Chevy Blazer* 2019-2021
- Sourced and procured vehicles, including negotiating sale costs
  - Basic diagnostics and repairs such as body work, suspension, engine gaskets & mounts, interior, electrical
  - Market to buyers and coordinate sales
- Home Renovation** | *Property Management* 2022-Present
- Basic carpentry, electrical and plumbing
  - Carpet removal for installation of vinyl planks and stained concrete
  - Lawn kill, regraded, and seeded
  - Conduct comprehensive tenant screening, including background checks, rental history, and income verification

## PROFICIENCIES

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**Technical Skills:** HTML/CSS, Port Forwarding, Troubleshooting  
**Software & Tools:** JIRA, Zendesk, Intercom, Confluence, Photoshop, Canva, Visio, Microsoft 365 Suite  
**Specializations:** Functionality and Aesthetic QA, Documentation QC, Graphic Design, Video Editing, Customer Service and Communications

## CERTIFICATIONS & EDUCATION

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<b>Ovey Comeaux High</b> <i>High School Diploma</i>	Lafayette, LA 2017
<b>Fashion Institute of Technology University of New York</b> <i>Footwear Essentials</i>	Online Course 2019
<b>Coursera</b> <i>Google IT Support Fundamentals</i>	Online Course 2023