

SUMMARY

Artist with over a decade of experience in logo design, graphic design, website creation, layout design, typesetting, and art direction. Comfortable managing multiple projects and deadlines. Excellent customer service skills. Strong verbal and written communication skills.

PORTFOLIO

Available at: www.artbyv.com/2d

WORK HISTORY

Customer Care Representative December 2015 – Present
Spectrum (formerly Time Warner Cable), Austin, TX

Worked in a call center as an inbound technical support representative. Assisted customers with purchase, set up, and troubleshooting of cable, internet, and phone services. Handled 30+ calls per day.

Freelance Artist January 1998 – Present

Served as Art Director at an independent video game studio (KnightMayor) during preproduction for a canceled Unity 5 RPG. Defined game art style; designed, modeled, and textured environments; hired and managed a team of freelance artists; and created company brand identity. Worked with Megacon Games, a board game publisher, to create 3d models for the physical production of board game miniatures. Assisted Twilight East, an IP development company, with establishing distinctive visual styles for original modern-day, fantasy, and science fiction IPs.

Worked with numerous other clients on projects such as: logo design, website design, album covers, t-shirts, concept art, illustration, book layout, business cards, and marketing materials. Revised according to client feedback and scoped to accommodate a set budget.

Owner/Creative Director January 2000 – October 2009
The Inner Circle, Hazleton, PA

Owner of a small press pen-and-paper role-playing game publisher nominated for multiple industry awards. Creative lead for all IP development. Responsible for art direction, trade dress, and layout for all products and marketing. Oversaw detailed game rules development for products excerpted for recognition in *The Year's Best d20* (Malhavoc Press). Hired and managed both freelance and in-house artists and writers. Worked with overseas printers on production issues. Oversaw product distribution and scheduling. Designed and maintained company website.

Security Analyst January 2003 – January 2014
Network Solutions a Web.com company, Drums, PA

Worked in the executive support office for one of the world's premier Internet domain name registrars creating detailed reports of top customer impacting issues for the Executive Team. Handled complaints from ICANN and helped maintain company FCC and ICANN compliance. Did root cause analysis on identified issues and helped engineering document and triage issues using bug tracking software (JIRA). Tested updates to account management software tracking bugs and generating usability feedback. Aided in the development of new security features: provided feature documentation to engineering, verified proper implementation in development environments, and approved integration into customer-facing systems. Also created and maintained account and domain transfer logs to detect fraudulent transactions.

EDUCATION

Bachelor of Science Degree in Game Art November 2013
Full Sail University, Winter Park, FL

Associate of Applied Science Degree in Commercial Art (Computer Graphics Specialization) May 2014
Luzerne County Community College, Nanticoke, PA

SKILLS

Proficiency with the following:

- Graphic Design
- Logo Design
- Layout
- Concept Design
- Cartography
- 3d Modeling/Texturing
- Microsoft Office
- Photoshop
- Illustrator
- InDesign
- QuarkXPress
- Dreamweaver
- HTML/CSS
- Telecommuting

ACCOLADES

Advanced Achiever

Full Sail University

- Given to only one student in each graduating class. The award recognizes outstanding achievement throughout the whole program, acknowledging such things as effort, dedication, energy, sacrifice, skill, and leadership. Full Sail recognizes that the Advanced Achievement Award is one of its most prestigious awards and is usually indicative of a student who is most likely to succeed.

Course Director's Award for Level Assembly and Lighting

Full Sail University

- Conferred on a per-class basis to a student who has demonstrated outstanding effort and good attitude in completion of course projects and is based upon the Course Director's decision.

Cum Laude

Luzerne County Community College

- Given to students who are recognized for scholastic achievement. Students with a cumulative honor point average between 3.50 and 3.74 are recognized Cum Laude.

Nominee, Best Electronic Book (Lorebook of the Broken Isles)

Gen Con EN World RPG Award, 2006

- Art Director and Project Manager for this pen-and-paper role-playing game setting.

Nominee, Best d20 Monster Supplement (Denizens of Avadnu)

Gen Con EN World RPG Award, 2004

- Art Director and Project Manager for this pen-and-paper role-playing game monster supplement.
- Also excerpted for the publication *The Year's Best d20* (Malhavoc Press).

REFERENCES

Available upon request.