
Professional Summary

Customer Service, Game Design and Sales Professional with 3+ years of professional customer service experience working in various industries across Canada and Dubai; currently seeking a customer service, sales or game design position at a private or government organization.

Technical Summary

- **Software** Unreal & Unity Engine, Perforce & Git, Photoshop, After Effects, Vegas Pro, Microsoft Office
- **Project Management Tools** Jira, ZOHO, Microsoft Project, Various IDE's
- **Hardware** Intermediate knowledge/skills in computer hardware, building and deployment
- **Industries** Oil & Gas/Energy, Entertainment, Gaming
- **Operating Systems** Windows OS, Mac OS, Linux
- **Methodologies** Agile, Waterfall, Scrum

Professional Experience

- | | | |
|--|----------------|----------------------|
| Next Generation Oilfield Equipment Trading
Customer Service Representative | Abu Dhabi, UAE | Sept 2014 – Apr 2018 |
| <ul style="list-style-type: none">▪ Answered and managed the phone systems▪ Worked in a call center environment▪ Directed calls to the appropriate department▪ Assisted the design team with designing company brochures▪ Provided excellent customer service, over the phone as well as in person customer visits | | |

Projects

- | | | |
|--|---------------|---------------------|
| Vancouver Film School (Final Project)
Level Designer – Monsieur Monet | Vancouver, BC | Aug 2019 – Aug 2019 |
| <ul style="list-style-type: none">▪ Working on a 3rd Person Stealth game▪ Designed Past & Present variants of the world with alternating levels of darkness & technology▪ Iterated through Playtests & Feedback▪ 2D Layouts / Whiteboxing / Set Dressing / Lighting | | |
| Vancouver Film School (Portfolio Project)
Level Designer – Dungeons In Time | Vancouver, BC | Jan 2019 – Feb 2019 |
| <ul style="list-style-type: none">▪ Worked on a 3rd Person RPG▪ Designed the Level & Stealth Encounters▪ Iterated through Playtests & Feedback▪ 2D Layouts / Whiteboxing / Set Dressing / Lighting / Particles | | |
| Vancouver Film School (Level Design Project)
Level Designer – The Lost Champions | Vancouver, BC | Mar 2019 – F 2019 |
| <ul style="list-style-type: none">▪ Worked on a 3rd Person Action Puzzle Adventure▪ Designed Puzzle Encounters▪ Iterated through Playtests & Feedback▪ 2D Layouts / Whiteboxing / Set Dressing / Lighting / Particles | | |

Vancouver Film School (Level Design Project) Vancouver, BC Mar 2019 – F 2019

Level Designer – [Unreal Tournament Deathmatch Map Avixral](#)

- Worked on a Multiplayer Level for Unreal Tournament
- Designed the Level and PVP Encounters
- Iterated through Playtests & Feedback
- 2D Layouts / Whiteboxing / Set Dressing / Lighting / Particles

Certifications, Awards and Training

- > *ADMS – Adobe After Effects CC Advanced – 2017*
- > *Rawafed Private School Distinction & Honors for Achieving Academic Excellence with Standing of 90%+ – 2015*
- > *Galaxy Computer Education – Flash Animation – 2009*

Education

Vancouver Film School, Game Design – 2019

Rawafed Private School, High School – 2015