

Kent Williams

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Summary

3D Modeling / Hard Surface Artist with Customer Service, IT Support and Employee Training, 6+ years of work experience managing, training, and creating art. Through building and managing customer relationships and finances, managing and training colleagues, constructing, and maintaining computers, troubleshooting errors, as well as building and modeling beautiful 3D assets in Maya or Blender with accompanying software like Photoshop, Illustrator and Substance Painter.

Skills/Software

- | | | |
|-----------------------------------|---|-----------------------------------|
| × Autodesk Maya/3DS Max + Blender | × Windows, Mac OS, Linux | × Managerial |
| × Adobe Photoshop/Illustrator | × iOS, Android, and Chrome OS | × KPI and OKRs |
| × Substance Painter | × Microsoft Office Suite & Google G Suite | × Constructive Art Critique |
| × Experience with Unity / Unreal | × Adobe Creative Suite | × Building and Managing Computers |

Education

Columbia College Chicago

Chicago, IL

Bachelors in Video Game Art

2018

- × Honor's Society, Dean's List.
- × Concentration in environmental and prop modeling with experience in Maya, Substance Painter, and other art software
- × Courses: 3D Composition (Maya), Alternative Modeling (3DS Max), Environment Design (Substance, SolidAngle Arnold, etc)

Certifications

2021 - Current

- × Google IT Support Professional Certificate [2021]
 - Built from the following certifications: Technical Support Fundamentals, The Bits and Bytes of Computer Networking, System Administration and IT Infrastructure Services, Operating Systems and You: Becoming a Power User, and IT Security: Defense against the digital dark arts.
- × KPI.org Certification (TBC / In-progress) [2022]
 - Key Performance Indicator (KPI) and measurement training certification offered through Balanced Scorecard Institute.

Work Experience

Freelance Work (Contracts)

**current assets are under NDA, cannot be shown*

3D Modeling/Environmental and Asset Creation

August 2020 - Current

- × Contracted work through AAA Studios* creating, managing, and assisting in the implementation of 3D Art.
- × Creation of in-game art assets for building scenes. i.e. Props, filler items, and occasionally keystone / focal pieces.
- × 3D model critiques, texture creation in Photoshop/Substance Painter or even procedurally generated texture-based content through Blender, technical support, trouble shooting, team building, etc.
- × Other important aspects of these positions were team collaboration, developing sprint goals, reviewing KPIs and setting OKRs when necessary.

Southern Company

Chicago, IL

Customer Service Representative / Trainer

Mar 2019 – August 2020

- × Received the highest customer satisfaction rating in 2019 by accurately troubleshooting issues, determining best solution, and quickly communicating resolutions to clients. This award received in 2/ 2020.
- × Awarded best overall job performance in 2019 by adhering to established policies, procedures, and quality service standards while exceeding work expectations. This award received in 2/ 2020.
- × Collaborated closely with managers to adhere to goals, deadlines and other community driven requirements while using KPI and OKRs.
- × Trained and managed colleagues through IT issues, customer relations, software use and general workflow.

Columbia College Chicago

Chicago, IL

Capstone Leader for Art / Props

2017 – 2018

Senior Capstone: CCC Large Team Game, AIKU. Co-Lead of Art. working as an environmental and prop modeler creating various pieces used throughout the game's central ship, aptly named "The Hub" (This work was unpaid but will remain listed for experience purposes.)

- × Co-Lead of the Art Team, managing and overseeing 8+ peers at a time.
- × PRIMARY (60%): Creating key environmental assets, vital level layouts, and assisted in creation of design rules / art implementation.
- × SECONDARY (40%): One-on-one coaching, setting goals, determining project needs as well as inspection and creation of art assets.
- × Worked in tandem with various design teams to meticulously map out necessary items, props, and scenery to ensure consistency.

Comerica Bank (through w3r Consulting)

Novi, MI

Technical Upgrade Specialist and New Hire Trainer

May 2017

- × Greatly exceeded managerial expectations and quickly promoted within department to New Hire Shadow and Trainer.
- × Conducted one-on-one training with new hires, listened to calls and provided instant feedback or support, wrote evaluations on quality of work.
- × Hired to assist customers and solve technical issues regarding company-wide conversion to MasterCard.
- × Proactively investigated and resolved wide range of customer issues (billing, fraud, change of address, etc).
- × Used specialized software to review customer information, troubleshoot errors, and reorder cards.