

# Kent Williams

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## Summary

**IT Support Specialist** with Customer Service and IT Support training, 5+ years of work experience building and managing customer relationships and finances, constructing and maintaining computers, troubleshooting errors, as well as building and modeling 3D assets.

## Skills/Software

- |  |   |                               |
|--|---|-------------------------------|
| × System Administration and Infrastructure | × Windows, Mac OS, Linux                  | × Autodesk Maya/3DS Max       |
| × IT Security, Solutions, Encryption       | × iOS, Android, and Chrome OS             | × Adobe Photoshop/Illustrator |
| × Diagnosing and Fixing Computer Errors    | × Microsoft Office Suite & Google G Suite | × Substance Painter           |
| × Building and Managing Computers          | × Adobe Creative Suite                    | × Unity                       |

## Education

### Columbia College Chicago

Chicago, IL

Bachelor's in Video Game Art

Graduated May 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), Alt Modeling (3DS Max), Environment Design (Substance, SolidAngle Arnold, etc)

### Certifications

2021

- × Google IT Support Professional Certificate
  - 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.

## Work Experience

### Southern Company

Chicago, IL

Customer Service Specialist

Mar. 2019 – Aug. 2020

- × Provided prompt and professional assistance using integrity and product knowledge to solve customer issues
- × Adhered to established policies, procedures and quality service standards while exceeding work expectations
- × Effectively answered complex credit and billing inquiries, investigated high bills, analyzed customer credit, authorized extensions, and arranged financing for past due bills

### Viets Estate / Condon Estate

Palm Desert, CA / Joliet, IL

Digital Archivist

May 2018 – Mar. 2019 / Jun. 2015 – May 2017

- × Communicated, collaborated, and consulted with estate members to collect documents, records, photography, videos, birth records, etc. to understand family wishes and goals
- × Discussed and evaluated best method to capture, preserve, catalogue and store materials
- × Created easy to navigate file systems for locating all documents, photography, and video archives

### Columbia College Chicago

Chicago, IL

Capstone Leader for Art / Props

Sep. 2017 – May 2018

**Senior Capstone:** Completed work on a CCC Large Team 2018 game, AIKU. Worked as an environmental and prop modeler creating various pieces used throughout the game's central ship, aptly named "The Hub" (This work was unpaid.)

- × Conceptualized, created, and finalized the implementation of art through Scrum pipeline
- × Effectively communicated, processed workflow and managed tasks via Trello and Slack applications
- × Collaborated and created key environmental assets, vital layouts, and conception of Design Bible
- × Worked in tandem with design team to meticulously map out necessary items, props, and scenery to ensure consistency

### Comerica Bank (through w3r Consulting)

Novi, MI

Technical Upgrade Specialist

May 2017 – Aug. 2017

- × 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