

Kent Williams

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Summary

3D Modeling / Hard Surface Artist 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 beautiful 3D assets in Maya with accompanying software like Photoshop, Illustrator and Substance Painter.

Skills/Software

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

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 * = most recent

Southern Company

Chicago, IL

Customer Service Specialist

Mar. 2019 – Aug. 2020

- × Received the highest customer satisfaction rating in 2019 by accurately troubleshooting issues, determining best solution, and quickly communicating resolutions to clients
- × Adhered to established policies, procedures and quality service standards while exceeding work expectations
- × Awarded best overall job performance in 2019 by adhering to established policies, procedures, and quality service standards while exceeding work expectations

Houston Estate* / Viets Estate / Condon Estate

Palm Desert, CA / Joliet, IL

Digital Archivist

Sept 2020 – / 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