

Sydney Andrade

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Summary: Motivated artist and gamer. Background in computers and game design. Looking to break into the game design field as a character artist.

- **Proficient with Photoshop, Zbrush, 3D Studio Max, Topogun, Marmoset, Unreal Engine 4 (asset management and blueprint creation for RPG game elements)**
- Minor experience using Substance Painter and Marvelous designer. Would like to learn more.
- **Experience creating textures of various sizes for use in rendering or game engine optimization as well as topology optimization for animations.**
- **Strong understanding of modeling for games.**
- Comfortable learning new programs. Able to learn and adapt, and put to use new knowledge and techniques when applicable.
- **Excellent understanding of Human AND Animal Anatomy.**
- Honest, trustworthy, Punctual, and self-motivated.
- Excellent interpersonal skills.
- **Bilingual** (English, Portuguese)

Time Warner Cable

Tier 3 Tech Support Lead.

As a lead I was responsible for helping agents provide the best possible solutions for their customer's issues. This includes being a resource of information for the agents, as well as a guide if they are unsure of what to do with the information. On top of this, I also took technical escalations that came either from an agent's call or via our email box.

I have helped write how-to articles for our knowledge database. I have helped fix scripting errors when adding a new modem to our modem script generator. As a lead I have to be self-motivated to be able to find issues and information on how to address said issues. I was a big part of the new bastion servers that have replaced the legacy kitty servers. I met with the engineers weekly while the project was in motion in order to find and address problems with the new servers.

Time Warner Cable

Tier 3 Tech Support Agent.

Responsibilities include taking calls from business class customers who are having issues with our services. Tasked with de-escalating angry customers, figuring out what services are down and why, and implementing a fix for their issue. If the issue cannot be fixed over the phone with me, it is my duty to figure out what the problem is and relay that to the team that can fix it. Whether that means sending a field tech on site to fix signal levels or replace equipment, or escalating to engineers and provisioning teams to fix routing problems, or account coding problems. On top of my basic responsibilities I also actively help other colleagues and am part of a group tasked with coming up with HR safe, budget compliant, fun, team building and morale improving activities for my department. When lead agents are in meetings I often step in (with others) to help monitor the floor and answer questions when needed. If I don't know the answer to a question right away, I know where to look and who to ask. Once I find an answer to something I didn't previously know, I log it away in OneNote so it is easily searchable later, should the question arise again.

EDUCATION/PROFESSIONAL DEVELOPMENT

Art Institute of Tampa, FL:

2011- Bachelors of Fine Arts in Game Art and Design

CG Workshops:

2014- Maquette Sculpting with Bryan Wynia

2014- Advanced Game Character Design with Katon Calloway

CG Master Academy:

2016- Current: 3D Character Art Program - Block 2/6: Animal Anatomy and Creature Sculpting w/ Bryan Wynia and Tyler Breon