

Adam Cohen

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Summary of Qualifications

Experienced technology related business customer service and support professional with excellent web design, coding and computer animation skills covering a variety of industries.

Work Experience

3 Day Blinds

Irvine, CA

Customer Care Representative

Mar 2010 – present

- Dealt with complicated and escalated issues and promoted internal and external customer service through use of email and live chat

Macy's Home Store

Costa Mesa, CA

Sales Associate

Dec 2009 – Jan 2010

- Holiday/temporary position as sales associate

8monkey Labs

Cedar Falls, IA

Setup Artist and Character Rigger

May 2007 – Dec 2009

- Contractor position
- Rigged and skinned game models, props, and environment pieces for new AAA FPS computer game called "Darkest of Days" released Sept 2009. Completed work in Dec 2008.

Artix Entertainment, LLC

Land O' Lakes, FL

QA Lead/Tester (Part Time Contract)

Jan 2005 – Nov 2008

- Co-managed QA team for "AdventureQuest," Flash-based online game
- Tested, debugged and recoded for "AdventureQuest"
- Designed and implemented adjustments to gameplay for playability and balance
- Provided customer service through online message boards and online chat

EchoStar Corporation (DISH Network)

Christiansburg, VA

Advanced Technical Representative

Jan 2003 – Sep 2004

- Promoted from Customer Service Representative
 - Dealt with complicated technology related client problem areas
 - Received advanced training in telecom technology
 - Served as acting supervisor for up to 20 Customer Service Representatives
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Virginia Polytechnic Institute and State University, Department of Physics

Blacksburg, VA

Graduate Teaching Assistant

Jul 2001 – Jun 2002

- Taught, graded and administered five sections of introductory physics labs for two semesters
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Work Experience, cont.d

Kelly Technical Services

Herndon, VA

Technical Support at Booz-Allen & Hamilton Engineering and Consulting

May 1998 – Aug 1998

- Designed, coded and edited web pages for Booz-Allen & Hamilton's intranet, and Knowledge Online (KOL) system

Software

- Full Microsoft Office Suite including Access
- Photoshop, Illustrator and other graphic design applications
- Video editing programs such as Adobe Premiere and Final Cut Pro
- Numerous 3D computer animation and design programs such as Maya and 3D Studio Max
- HTML Coding
- Website creation programs such as Dreamweaver and FrontPage

Skills

- 3D Computer Animation
- Coding (MEL, ActionScript, C++)
- 2D Graphics
- Web Design
- Troubleshooting
- Customer Service
- Communication Skills

Education

The College of William & Mary

Williamsburg, VA

Bachelor of Science Degree in Physics, 2000

Full Sail University

Winter Park, FL

Associate of Science Degree in Computer Animation, 2006
