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| **John Gerken IV** |
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| **EDUCATION & CERTIFICATES** |
| **Associates of Applied Science (Simulation & Game Development: Programming)** **Graduated 2021** Wake Technical Community College, Raleigh, NC  Certificates include:   |  |  | | --- | --- | | * Simulation and Game Development: Business | * Simulation and Game Development: Mobile Game Development | | * Simulation and Game Development: Fundamentals I | * Simulation and Game Development: Programming | | * Simulation and Game Development: Fundamentals II | * Simulation and Game Development: Quality Assurance | |
| **Cyber Security Bootcamp (Through NC State University) Currently In Progress**  Hosted by ThriveDX  Courses Include:   |  |  | | --- | --- | | * Computer Networking Fundamentals | * Social Engineering & Ethical Hacking | | * Network Security | * Threat Hunting and Intelligence | | * Digital Forensics & Incident Response | * Designing Cybersecurity Infrastructure | | * Microsoft Security System Administration | * Integrating Infrastructure Security | |
| **SKILLS** |
| |  |  |  | | --- | --- | --- | | * **C#** | * C++ | * Redmine Bug Tracking Software | | * **Unity Game Engine** | * JavaScript | * Video Game Testing / Quality Assurance | | * **Unreal Engine 4** | * HTML | * Customer Service | | * **MS Visual Studio** | * CSS | * Github | | * **Game Development / Programming** | * Computer Software in general | * Python | |
| **PROJECTS** |
| * Have worked on many projects in my spare time. Currently working on a game inspired by the game Portal, except that the portals also allow you to travel in time. * Was the team leader and primary programmer for my College Capstone project. * See more details of these on my portfolio webpage, listed at the top of this page. |
| **PROFESSIONAL EXPERIENCE** |
| Indie Game Developer – Self-Employed / Hobby **August 2021 – Present**   * Developing a side-scrolling, humans-abducting-aliens game for mobile devices that hopefully people will find enjoyable. * Using Unitys 2D Physics engine and some Photoshop skills to create the mechanics and visual aspects of the game. * Have substantial experience with Unity and C#. |
| Financial Transaction Specialist (Cashier) – Harris Teeter **July 2024 – Present**   * Helped improve customers shopping experience by checking them out quickly and efficiently. * Helped improve the stores image by cleaning and stocking things near the register when I wasn’t busy * Promoted the stores membership card by asking customers if they had one and, if not, communicating the benefits the card provides. |
| Store Image Improvement Professional (Facilitator) – Harris Teeter **October 2023 – July 2024**   * Greatly improved the store’s image by doing all the low-level repairs and maintenance that nobody else had time to do. * Greatly improved the store’s appearance by doing the cleaning that nobody else had time to do. * Improved the efficiency of the store by helping out in different departments when they needed it. |
| Customer Issue Resolution Specialist (Customer Service Clerk) – Harris Teeter **August 2022 – October 2023**   * Assist with managing the “Front End” (Checkouts, Curbside, CS Desk, etc…) of the store. * Perform a large amount of multi-tasking to watch cashers, self-checkout, baggers, desk, etc… * Perform with a high level of attention to detail to prevent mistakes and manage so many things at once. |
| Web Designer/Admin & Artists Assistant - VG Designs, Raleigh, NC **May 2022 – July 2022**   * Assisted in prepping canvases, as well as setup and organization of the art studio. * Assisted in the online sales and marketing of completed art. |
| Asst. Manager – Cold Stone Creamery, Cary, NC **September 2021 – March 2022**   * Increased employee productivity by helping to keep other employees on task to meet daily goals. * Decreased customer wait-time by teaching other employees and assisting them as needed. |
| Customer Experience Specialist – Best Buy (Computer Dept.), Cary, NC **October 2021 – January 2022**   * Improved customer satisfaction by listening to their specific needs and helping them get what is best for them. * Implemented marketing and sales techniques to promote Branded Payments, by politely offering them to customers and communicating the benefits of having one. |
| Shift Lead (via Promotion) - Dairy Queen, Apex, NC **August 2021 – September 2021**   * In addition to CSR tasks, increased the speed of the drive-thru by training and helping other employees maintain consistent   service.   * Assisted in dealing with unruly customers and delegated tasks to ensure everything got done in a timely manner. |
| Customer Service Representative – Dairy Queen, Apex, NC **October 2015 – April 2021**   * Provided prompt and polite service to customers. * Communicated and worked quickly and clearly with coworkers to provide customers with their correct order in under 3 minutes. (our goal time) |
| **VOLENTEER EXPERIENCE** |
| Worship Band Member, Celebrate Recovery, Cary, NC **July 2023 - Present**   * Worked closely with the Worship Leader to choose the songs for worship each week. * Practiced during the week so that I was able to play the drums during worship. |
| Usher, Point Church West Wake, Cary, NC **August 2022 - Present**   * Proactively greeted and welcomed people into the church services. * Actively worked to keep the Sanctuary clean and stocked between services. |
| Floor Volunteer, East Coast Game Conference, Raleigh, NC **April 2019**  ● Recorded speaker sessions, took attendee headcounts, handed out volunteer passes, helped exhibitors with demonstrating  their games. |
| Floor Volunteer, Carolina Christian Youth Conference, Winston-Salem, NC **September 2018**  ● Assisted various booths as needed, managed the game room, helped with counting heads and filtering people based on a  scheduled time slot for viewing the main session. |