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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, NCCertificates include:

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| * Simulation and Game Development: Business
 | * Simulation and Game Development: Mobile Game Development
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| * Simulation and Game Development: Fundamentals I
 | * Simulation and Game Development: Programming
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| * Simulation and Game Development: Fundamentals II
 | * Simulation and Game Development: Quality Assurance
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| **Cyber Security Bootcamp (Through NC State University) Currently In Progress**Hosted by ThriveDXCourses Include:

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| * Computer Networking Fundamentals
 | * Social Engineering & Ethical Hacking
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| * Network Security
 | * Threat Hunting and Intelligence
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| * Digital Forensics & Incident Response
 | * Designing Cybersecurity Infrastructure
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| * Microsoft Security System Administration
 | * Integrating Infrastructure Security
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| **SKILLS** |
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| * **C#**
 | * C++
 | * Redmine Bug Tracking Software
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| * **Unity Game Engine**
 | * JavaScript
 | * Video Game Testing / Quality Assurance
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| * **Unreal Engine 4**
 | * HTML
 | * Customer Service
 |
| * **MS Visual Studio**
 | * CSS
 | * Github
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| * **Game Development / Programming**
 | * Computer Software in general
 | * Python
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| **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.
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| **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#.
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| 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.
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| 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.
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| 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.
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| 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.
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| 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.
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| 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.
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| 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.
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| 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)
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| **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.
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| 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.
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| Floor Volunteer, East Coast Game Conference, Raleigh, NC **April 2019**  ● Recorded speaker sessions, took attendee headcounts, handed out volunteer passes, helped exhibitors with demonstratingtheir 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 ascheduled time slot for viewing the main session. |