

Elmo Diaz
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Homestead, PA 15120
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OBJECTIVE

Hardworking and reliable individual with experience in game level design, quality assurance testing, customer service, and retail stocking. Looking for a full-time position that gives me a chance to grow with the company.

WORK EXPERIENCE

Level Designer & QA Tester

Mega Cat Studios

August 2023 – April 2026

Pittsburgh, PA

- Designed playable game levels and environments using Unity
- Performed quality assurance testing to find bugs and gave feedback to the team
- Worked with designers, artists, and programmers to improve the game

Customer Service Representative / Stocker

Giant Eagle

May 2019 – August 2023

Crafton, PA

- Bagged grocery orders for customers and helped assist newer team members with tasks
- Stocked shelves and handled inventory management to keep the store neat
- Cleaned up the store, collected recyclables, and took out the garbage

Telemarketer

Sher-Del Transfer

October 2017 – April 2018

Brooklyn, NY

- Made at least 100 calls a day to possible clients about office moves
- Set up walk-through appointments for the sales team
- Kept the client contact list organized in the database
- Handled incoming calls from people asking questions

REFERENCES

Chris (Manager), Giant Eagle

(412) 921-4504

Eric Toth – Vice President of Sales, Sher-Del Transfer

(646) 302-8535

EDUCATION

Bachelor of Arts: Game Design
University of Advancing Technology 2010
Tempe, AZ
(Diploma pending payment of remaining balance in full)

High School Diploma
Paul Robeson High School 2005
Brooklyn, NY

SKILLS

- Level Design and Quality Assurance Testing
- Customer Service and Retail Operations
- Inventory Management and Stocking
- Cooperative team player
- Good communication skills
- Dependable hard worker
- Good at organizing things
- Quick learner
- Good at multitasking
- Microsoft Office (Word, Excel, PowerPoint, Outlook)