

Zhiyao Zeng

Experienced 3D animator, player experience agent, and web hosting administrator. Well-organized perfectionist with precision detail. Bilingual in Chinese.

Austin, TX.
(954) 401-9907
zhiyaogear.com

EXPERIENCE

Kabam, Austin, TX.— Senior Player Experience Agent

June 2018 - PRESENT

Train and establish working relationships with NetEase (Hangzhou) support department. Provide internal and external support around the world. Investigate and handle escalation. Create and maintain internal knowledge bases. Help improve agents' quality while taking on multiple new responsibilities.

Kabam, Austin, TX— Level 1 Player Experience Agent

March 2017 - June 2018

Investigate and resolve players' concerns related to their game account, providing world-class customer service experience to players around the world in English and Chinese.

Endurance International Group, Austin, TX. — Web Advisor

September 2014 - March 2017

Simultaneously resolve web hosting technical issues over live chat for multiple customers. Provide quality support and first contact resolution while achieving a high Net Promoter Score.

Roninfilm LLC. — 3D Animator

October 2010 - June 2015

Pushed high-quality animation work under tight deadlines. Helped bring a new animated series to life, The New Kind. Contributed to a 2011 3D thriller film, as well as a 2015 Sci-Fi honor movie for the SyFy network, Lavalantula.

EDUCATION

Full Sail University, Winter Park, FL. —

Bachelor of Science Degree in Computer Animation

September 2008

Bachelor of Science Degree in Game Design and Development

October 2006

SKILLS

Autodesk Maya, Adobe Photoshop, Adobe After Effects, Final Cut Pro, Adobe Dreamweaver, Autodesk MotionBuilder, Apple Shake, HTML, CSS, Microsoft Visual Studio .NET, C++, Alienbrain Designer Client, Unreal Editor 2, Windows OS, Mac OSX, Linux, cPanel/WHM, JIRA, WordPress

AWARDS

Advanced Achievement Award
Game Design and Development Program

Course Director's Award
Art Creation for Games in Computer Animation Program

Perfect Attendance Award
Game Design and Development Program

LANGUAGES

English, Mandarin, Cantonese