

Zhiyao Zeng

Professional in player experience, 3D animation.
Well-organized problem solver with precision detail.
Bilingual in Chinese. **zhiyaogear.com**

EXPERIENCE

Kabam, Austin, TX. — Player Experience Team

Lead June 2022 - PRESENT

Assist manager with team and queue management.
Prepare the team for new live service title launches.
Collaborate with LiveOps, Dev. and community team.
Write internal and external documentation and train agents with new assignments. Handle manager level escalation, legal, abuse, and suicide threats.

Kabam, Austin, TX. — Senior Player Experience

Agent June 2018 - June 2022

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

Zendesk, Slack, JIRA, Google Suite, Google Play Console, Trello, Salesforce, Autodesk Maya, Adobe Photoshop, Adobe After Effects, Final Cut Pro, Adobe Dreamweaver, Autodesk MotionBuilder, Apple Shake, HTML, CSS, Microsoft Visual Studio .NET, C++, Unreal Editor 2, Windows OS, Mac OSX, Linux, cPanel/WHM, 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