Scylla Melander

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ABOUT ME

Passionate and innovative game designer with 5 years of experience with Unity and Unreal Engine 4 and 5. I am proficient with C++, level design, systems design and narrative design. I have launched 3 games so far, two in small teams and one solo. I am a very fast learner, and an excellent problem solver who works well under pressure and under time constraints.

WORK EXPERIENCE

Starbucks   **Fresno, CA**
Barista Trainer   *Sep 2021 - Present*

- Trained and mentored a team of 30 baristas, ensuring consistent delivery of high-quality coffee beverages and exceptional customer service
- Maintained cleanliness and organization of the coffee bar area, exceeding health code standards
- Provided expert knowledge on various coffee beans, brewing methods, and flavor profiles to educate customers

Alorica   **Fresno, CA**
Tech Support Representative   *Aug 2018 - Jun 2020*

- Provided technical support to customers via phone, email, and chat, troubleshooting hardware and software issues
- Collaborated with cross-functional teams to identify and resolve complex technical issues
- Documented all customer interactions and solutions in a detailed ticketing system
- Maintained a high level of customer satisfaction by providing timely and effective resolutions to their technical concerns

Walmart   **Fresno, CA**
Team Lead   *Sep 2014 - Aug 2018*

- Monitored team performance and provided regular feedback to drive continuous improvement
- Collaborated with cross-functional teams to identify process improvements and implement best practices
- Supervised and trained a team of 20 retail associates, ensuring consistent adherence to company policies and procedures
- Managed daily operations of the retail store, including opening and closing procedures, cash handling, and inventory management

Start Date - Finish Date

SKILLS & INTERESTS

- Unreal Engine 4 & 5
- Unity
- C++
- Level Design
- Systems Design
- Storyboarding

Skills:
- Problem Solving
- Troubleshooting
- Technical Support
- Networks
- Linux

- Virtual Machines
- Servers

EDUCATION

Full Sail University **Winter Park, FL**

Bachelors of Science in Game Design

Fresno City College **Fresno, CA**

Bachelors of Science in Computer Information Systems

PROJECT EXPERIENCE

Solo

Meowverdrive

https://scyllamander.itch.io/meowverdrive