

Loren A. Petty, B.A-MAA

Henderson, NV (414) 807-9289
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- Self-motivated and detail focused with strong organizational skills
- Excellent communication and interpersonal skills; proven ability to develop professional relationships with all levels of employees
- Quickly adapts to changing business needs
- Has a passion for meeting and exceeding expectations

Professional Experience:

Whim Independent, San Bernadino, CA 6/2019 – Present

Jr. Concept Artist (Part-time)

- Create art assests for video games in development
- Works closely with the art director to ensure quality assets

Sitel, Las Vegas, NV

Coach 4/2018 - Present

- Worked with agents on learning plans to improve their stats
- Accomplished manigorial tasks such as time keeping, attendance, call monitoring
- Worked closely with the client to ensure quality performance from agents and offered feedback and recommendations where the client wanted to improve

Mentor 3/2018 - 4/2018

- Assist newly trained agents by answering questions and providing guidance
- Conduct and assist with morning and afternoon debriefings for new agents
- Keep track of new agent attendance

Call Center Agent 5/2017 -3/2018

Third Party Call center for Customer Experience Management & Business Process Outsourcing.

- Assist consumers offering options for account security based on their personal needs
- Help consumers dispute incorrect account information

Square Enix, El Segundo, CA 6/2016 -8/2016

QA Tester (Quality Assurance)

Japanese video game developer, publisher, and distribution company that is best known for its role-playing video game franchises.

- Provided feedback and bug fixes to contribute to the development of Final Fantasy 15
- Assisted with strategy guide for FFXV to ensure accuracy
- Utilized database to log bugs and search for corrected issues

Legend 3D, Carlsbad, CA 2/2014-5/2015

Stereo Compositor

An innovative virtual reality, 3D visual effects and conversion company.

- Converted shots to 3D format for major motion pictures
- Films included Poltergeist (2015) and The Walk (2015)
- Troubleshoot in Nuke to remedy issues with movie scenes

Tiny Prints, Tempe, AZ

9/2014-10/2014

Production Designer

Leading online stationary boutique.

- Edited photos with Adobe Photoshop
- Serviced customers via email and phone with design choices
- Solved customer complaints and ensured customer satisfaction

Microsoft, Phoenix, AZ

11/2012-1/2013

Digital Artist/Brand Ambassador

- Interacted with customers as sales representative for Microsoft products
- Demonstrated Windows 8 and the Surface tablet for customers

Education Management Corp, Phoenix, AZ

01/2012-9/2012

Tutor

- Tutored students in 3ds Max, Maya and Photoshop software
- Office assistant
- Assisted with school events

Education

The Art Institute of Phoenix, Phoenix, AZ

Bachelor of Arts in Media Arts & Animation