

# Robert Smith

## Lead Game Master

### PERSONAL STATEMENT

To continue career within the technology field, using passion for video games, technology, and analysis in new and creative ways.

### WORK EXPERIENCE

#### **Lead Game Master**

**ABC Corporation - July 2011 - July 2012**

##### *Responsibilities:*

- Guided groups in a live action game setting by giving clues.
- Monitored groups on security cameras and computers to ensure group safety.
- Checked in customers at the front desk, answer questions, and show safety video before starting game.
- Provided customers with high energy and help them throughout an escape room.
- Provided positive customer experience by greeting guests, explaining game play rules, answering questions, etc.
- Responsible to ensure that guests have an end-to-end positive and fun experience.
- Acquired a detailed knowledge of featured games and story lines .

#### **Game Master**

**Delta Corporation - 2007 - 2011**

##### *Responsibilities:*

- San Diego, CA I work with management and customer service personnel to put on a show while I ask trivia questions, use different types of media, keep score and act as Game Master and ambassador of Geeks Who Drink LLC.
- Have experience setting up and tearing down computers, speakers and microphone equipment.
- Using excel as well as various other programs that allow me to tally scores and write blogs pertaining to the nights activities.
- Have experience speaking to crowds of people and handling irate customers all while keeping my professionalism.
- December 2015 - present.
- Provided epic support of popular computer games for customers through multiple contact channels, including web based instant messaging and both incoming and outgoing phone calls.
- I assisted every customer to the best of my ability, positively impacting the experience of those individuals in the majority of cases handed.

### Education

BA in Communications - (UC - Davis, CA)

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Video Editing, Social  
Media Management,  
Photoshop,  
Management.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)