Ahmad Postell

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EXPERIENCE

Game Testing Intern - AI Game Creation
Dec. 2023 – April 2024

Playgo AI — *Remote*

- Responsible for the modification of 4 games using AI and playtesting.
- Provided detailed feedback on UX, bugs, improvements, and new ideas in a timely manner.
- Created clear and concise documentation of issues through screenshots, screen recordings, and written observations.

Service Desk Agent
Aug. 2020 – Sept. 2022

City Of Virginia Beach — *4801 Columbus St, Virginia Beach, VA 23462*

- Managed day-to-day functions, supervision and delegation of summer interns tasks for the City Of Virginia Beach's Health & Human Services Department.
- Oversaw and operated call center and ticket management system.
- Maintained department organization by managing device inventory as well as performing document maintenance and upkeep.
- Oversaw deployment and collection of city devices, and maintained device quality through hardware and software troubleshooting.

Solutions and Operations Intern
May 2019 – Aug. 2020

City Of Virginia Beach IT — *4801 Columbus St, Virginia Beach, VA 23462*

- Supported the City Of Virginia Beach's Health & Human Services Department on nationally funded projects by assisting in computer replacement and upgrading over 1500 devices (computers/laptops) to Windows 10.
- Created SQL database for all devices using Office 365.
- Defined, designed, and implemented a business case solutions to aid the IT solutions team in making business discoveries.
- Created clear and concise documentation of issues through capture media and written observations.

IT Intern
May 2018 – Sept. 2018

Tidewater Finance Company — *6520 Indian River Rd, Virginia Beach, VA 23464*

- Served as a member of the IT team, working to fulfill help desk tickets and other initiatives.
- Insured safe instillation of hardware and software by troubleshooting issues and updating documents.
- Handled the distribution of new equipment.

EDUCATION & CERTIFICATIONS

George Mason University
Fairfax, VA

Bachelor of Fine Arts in Computer Game Design — *Aug. 2020 – May 2024*

Certified ScrumMaster (CSM)
Scrum Alliance, Inc.

Certified Scrum Product Owner (CSPO)
Scrum Alliance, Inc.

SKILLS

Engines: Godot, Unity, Unreal

Platforms: PC, Mobile, VR, AR

Languages: GDScript, C#, UE Blueprints

Tools: Microsoft Office products, Adobe Creative Cloud products, Miro, Jira, Github, Blender, 3DS Max, Substance Painter, Krita, Gimp, Inkscape, LMMS, Audacity, FL Studio

Soft-skills: Leadership, Teamwork, Communication, Creative Problem Solving, Product and Brand Cohesiveness, Applications Life-cycle Management, Software Development Life-cycle (SDLC)