

BEN RICHARDS

2413 Curry Loop, Ste B, Round Rock, Texas 78664 • c: 512.695.4153 • ben.richards.3d@gmail.com • www.benrichards.net

ANIMATOR PROFILE

Creative and enthusiastic character animator with training in classical animation principles. Excellent interpersonal communication skills. Well organized self starter, adept at working in ambiguous job roles and rapidly changing responsibilities. Aptitude for learning and applying new knowledge quickly. Willing to discuss opportunities involving relocation.

Advanced Skills:

Principles of Animation
Body Mechanics
Pantomime

Acting
Dialog and Lipsynch

Basic Skills:

Modeling
Rigging
Matchmoving

Texturing
Dynamics / Particles
Editing

CREATIVE EXPERIENCE

Celebration Church, Georgetown, TX

August 2006 – Present

Animation / VFX

- Created keyframe animations and visual FX using Maya, Reelflow, and Vue.
- Modelled, Textured and Rigged assets for animation using Maya.
- Created particle and ocean FX using Reelflow.
- Created Environments for use with live action scenes in Vue 8 Xstream.
- Rendered animaton and FX for compositing using Mental Ray, Maya Software and Hardware renderers.
- Assisted in art direction and production design on video and media projects and edited video for content.
- Assisted in creating file structure and workflow for media department.

Zoetifex Studios, Philadelphia, PA

November 2009 - December 2009

Animator

- Created keyframe character animation for short film.
- Consulted with director and lead for approvals and changes.
- Completed work on schedule.

Planet Texas Studios, Austin, TX

January 2010 - February 2010

Animator

- Created keyframe character animations on an animation test to assist the studio in winning a contract bid.
- Consulted with director for approvals and direction.
- Completed work on schedule.

...Continued...

BEN RICHARDS

PAGE TWO

ANIMATION EDUCATION

AnimationMentor.Com

18 Month Intensive Character Animation Training. Graduated June 2009.

OTHER PROFESSIONAL EXPERIENCE

Dell inc.

10/2000 – Present

Field Escalations Manager / Technical Account Manager, 3/2006 – Present

Promoted to manage customer interactions with technical support department by acting as a customer advocate and technical escalation point. Facilitate resolutions for customers through better understanding of the customer's needs. Communicate customer needs with inside and outside groups and create action plans to resolve issues. Coordinate and follow up with all involved parties to ensure actions and timelines are realized and customer issues are resolved. Promote visibility of customer issues by providing senior management with written status reports.

Engaged dissatisfied customers directly and actively addressed their issues by securing internal and external resources. Engineered positive resolutions for customers by managing multiple resources and communicating actions, owners, and dates to customers. Skilled at reversing negative customer experiences and saving dying sales accounts by taking personal ownership of customer issues.

Server Support Analyst (Level 2), 9/2002 – 3/2006

Promoted to manage Level 2 projects, lead technical teams and provide support for all Level 1 technicians by aiding in resolution of complex technical issues while serving in supervisory position with leading information technology company. Monitor up to 15 call center support technicians to ensure productivity and maintain customer satisfaction. Track daily system metrics and audit team progress; use data to generate reports for management. Distribute updated technical information from Dell International Product Support to team members. Organize staff training sessions.

Interface with customers at various national locations as member of on-site Escalation Team to provide systems support, troubleshooting guidance, best practices recommendations and support summaries to prevent future issues. Aid on-site Dell System Engineers. Apply expert knowledge of all Dell Poweredge servers, Powervault JBODs and Powervault tape drives. Design, operate, repair and test drive arrays and storage systems based on SCSI, Raid, IDE and SATA technologies. Utilize MS Windows-based systems and servers. **Key Achievements:**

- Saved company approximately \$52K annually and earned Business Process Improvement (BPI) Yellow Belt by helping to reduce misrouted calls within call center.
- Earned company "Gold Star" award for role in securing multi-million dollar sale by diagnosing issues, training users and recommending long-term solutions after traveling to client sites in Florida and Maryland.
- Successfully retained satisfied customers by proactively and efficiently resolving system deficiencies and solidifying organizational commitment to customer requirements.
- Initiated policies to assist team members in reaching goals and created process map to enable management team to identify call center improvement opportunities.
- Key member of team tasked with training technicians at new facility in Twin Falls, Idaho and contributed to successful deficiency resolution at General Electric data center in Cincinnati, Ohio.
- Entrusted with establishing and maintaining support and troubleshooting relationships with key clients.

Network Technician / Specialist (Level 1), 10/2000 – 9/2002

Delivered timely and thorough Level 2 technical support to diverse customers by providing step-by-step troubleshooting, problem resolution and best practice guidance. Managed warranty and component repair

BEN RICHARDS

PAGE THREE

procedures. Reported unresolved issues to technical leads in order to ensure prompt service. Repaired Dell PowerEdge server and Powervault storage products including network, SCSI, Raid, IDE and tape drive systems. Tested repairs with customers. Maintained accurate transaction records. **Key Achievements:**

- Earned "Technician of the Month Award" on 3 occasions while successfully attaining all service metrics and performance goals during tenure.
- Served on customer support Rapid Response Team by proactively contacting clients and taking ownership of previously unresolved issues, ensuring quick resolution and client satisfaction.
- Promoted to Server Support Analyst (Level 2) in recognition of exceptional customer support talents and technical skills.
- Entrusted with establishing and maintaining support and troubleshooting relationships with key clients.

In-Touch Data Systems

4/1999 – 10/2000

Technical Supervisor

Served as Technical Lead and Supervisor in oversight of 2-member technical team. Provided comprehensive computer and network support for several local businesses; diagnosing and resolved system deficiencies; built desktop and server systems. Led design and implementation of network installation projects that included all hardware, software and cabling. Coordinated service calls and worked team members to resolve issues. Maintained component inventory. Managed warranty replacement procedures. Trained new employees.

OTHER EDUCATION & CREDENTIALS

78 Credits Completed Towards Bachelor of Arts Degree in Computer Systems Management
St. Edwards University, Austin, TX

Professional Development: Business Process Improvement (BPI) Yellow Belt Certified

HOBBIES AND INTERESTS

Animation – Drawing – Digital Photography – Video Editing and Production

TECHNICAL PROFICIENCIES

Tools: Autodesk Maya; Adobe Photoshop CS4, Premiere CS4; Next Limit Realflow; Vue 8 Xstream.
MS applications (Word, Excel, Outlook, PowerPoint, Visio);

Certifications: Microsoft Certified Systems Engineer (MCSE) for Windows NT 4.0 & 2000; Microsoft Certified Systems Administrator (MCSA) for Windows 2000;

Platforms: Windows 95/98/2000/2003/NT/XP