

COURTNEY HYDE

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📍 AUSTIN, TX

PORTFOLIO



SKILLS

Adobe Creative Suite
Microsoft Office
Wordpress
Social Media
Sales
Shipping & Receiving
Data Entry
HTML
CSS
Slack
PC & Mac

EDUCATION

Bachelors of Fine Arts
Graphic Design /
Visual Communication

**LOUISIANA TECH
UNIVERSITY**
RUSTON, LA
1999 - 2004

CLIENTS

Electronic Arts
BioWare
Warner Property Group
Comedian:
Roderick McDaniel
Team Lift
Chainsaw Ape
Burial Wraith
Fierce Gaming

SUMMARY

Experienced Graphics Specialist with a demonstrated history of working in the entertainment industry. Strong arts and design professional with a Bachelor's Degree focused in Graphic Design and Visual Communication from Louisiana Tech University.

EXPERIENCE

ELECTRONIC ARTS CONSULTATION SPECIALIST

AUSTIN, TX

2012 - PRESENT

Tier 3 Level of customer support for WWCE
Global Support for Tier 1 agents in direct contact with vendors and fans
Metric and process adherence while empowering T1 in a training space
Assisting in navigation of our case management system and KB
Provide feedback on current KB processes and revision
In-Game support and missing item investigations
Software and hardware resolution through technical troubleshooting
Terms of service account actions & review
Track emerging issues within networks for reporting known trends to Experts and Studios
Associate Warranty Expert of NA
Shipping & receiving of distributed goods and replacement
Collaborating with third-parties on account and product entitlements

LEAD INTERIM BRANDING SPECIALIST

AUSTIN, TX

2018 - 2019

Managing production timelines and ad hoc responsibilities for various departments within the organization
Working under the guidance of Sr. Director of Communications and Employee Enablement team
Working from concept to final design in collaboration of critique and constructive feedback in a team environment
Creation of digital and print collateral for Internal promotions and functions
Management of consistent messaging across the organization
Aligning with vendors on pre-flight files and final product delivery

PROJECTS

Production Artist - Internal products promotion
Holiday Season Launch Promotions - 2016
Initial Branding and Asset Design for *X-Labs*
Visual Communication for *CrEAtive Showcase*
Junior Designer for *MORE* Committee

[References available upon request]