
BRIAN CHONG CAPM, CSM

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SUMMARY:

An avid gamer experienced in leadership with excellent written and communication skills. A very well organized individual with the ability to effectively work within a team environment and motivate teammates throughout the life of a project.

EMPLOYMENT HISTORY:

MICROSOFT STORE PACIFIC CENTER

(MARCH 2015 – PRESENT)

SERVICES ADVISOR

- Provides exceptional service by actively listening to customers and suggesting the best possible solutions for their technical issues
- Diagnoses and fixes a various software and hardware issues on a variety of devices
- Helped to shape a group of new service advisors to adhere to strict processes, procedures and policies and continues to coach them to reach organizational goals

MICROSOFT STORE OAKRIDGE

(MARCH 2014 – APRIL 2015)

PRODUCT ADVISOR

- Awarded store MVP twice for excellence in customer service and sales
- Helped to achieve a number one store ranking in the company for Q1 of 2014
- Identifies customer wants and needs to effectively suggest complete technological solutions and experiences
- Served as an integral part of visuals team, preparing and configuring all fixtures, signage and products for correct placement and maximum visual appeal

FUTURE SHOP SURREY CENTRAL

(SEPTEMBER 2013 – MARCH 2014)

PRODUCT EXPERT

- Guided customers to the perfect products that fit their needs
- Drove sales through outstanding service, creating long lasting relationships
- Consistently ranked in the top 30% of Future Shop's western Canadian mobile audio salespeople

SANRIO DIGITAL HONG KONG

(DECEMBER 2008 – JUNE 2011)

GAME DESIGNER / LEAD GAME DESIGNER / QA LEAD

- Lead a team of game designers to design and implement multiple game systems and content for Tom and Jerry World (PC) such as:
 - A character customization system, giving the player a variety of clothing to customize the appearance of their own characters
 - World map, making navigation through the game as easy as possible
 - Several mini games including a trajectory based 2D shooter called "Cat Cannon" and a carnival style first person shooting game called "The Alley Cat Caper"

- Designed, documented and spearheaded implementation of multiple game systems and content for Hello Kitty Online (PC) such as:
 - The farming system, which allows players to plant and harvest a great variety of fruits and vegetables in any configuration they want.
 - Quest design for the city of London, the birthplace of Hello Kitty
 - A rapid transport system called the Sunbright Express
- Conceptualized, and completed all design work for Glee Garden (iOS) and worked closely with developers and artists to bring the product to life
- Created new processes and pipelines for development, teaching prototyping techniques, proper documentation, review and approval
- Trained and managed several QA testers to effectively find and write bugs while testing key features for Hello Kitty Birthday Adventures (DS), and acted as the key point of contact for QA from our external testers

NEXT LEVEL GAMES

(JUNE 2008 – SEPTEMBER 2008)

QA TESTER

- Tested Jungle Speed (Wii), writing test checklists and bugs while providing valuable design feedback.

ELECTRONIC ARTS

(NOVEMBER 2007 – MARCH 2008)

CO-OP GAME DESIGNER

- Finalized designs and documentation, ensuring the correct implementation of features and game modes in FaceBreaker (Xbox 360 / PS3) such as:
 - Couch Royale, a multiplayer game mode which pits up to 6 players against each other in a series of 1 on 1 matches
 - Brawl for it all, a single player game mode where players have to fight through the entire roster of the game
- Collaborated with other designers and developers in pre – production phase to design and document new features for an unannounced EA title

EDUCATION AND CERTIFICATIONS:

CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT (CAPM)

(JANUARY 2016)

PROJECT MANAGEMENT INSTITUTE (ONLINE)

- Completed requirements to obtain official certification as an associate in project management

ESSENTIALS OF PROJECT MANAGEMENT

(NOVEMBER 2014 – APRIL 2015)

PROJECT MANAGEMENT INSTITUTE (ONLINE)

- An in depth look into the project management process groups and the project manager's role for each in preparation for the Certified Associate in Project Management (CAPM) certification exam

CERTIFIED SCRUMMASTER (CSM)

(JULY 2014)

SCRUM ALLIANCE / COLLABNET, VANCOUVER, BC

- Became an expert in the Scrum management methodology through a comprehensive boot camp and is able to effectively facilitate the proper usage of the Scrum framework

BUSINESS MANAGEMENT DIPLOMA PROGRAM

(SEPTEMBER 2011 – APRIL 2014)

KWANTLEN POLYTECHNIC UNIVERSITY, VANCOUVER, BC

- Key courses include:
 - Financial Accounting
 - Marketing
 - Management
 - Organizational Behaviour

GAME DESIGN PROGRAM

(JUNE 2006 – JUNE 2007)

VANCOUVER FILM SCHOOL, VANCOUVER, BC

- Intensive 1-year program
- Refined expertise in game theory and development
- Collaborated with a team of 3 other individuals to produce an award winning game
- Nominated for multiple awards for game concepts and games including:
 - Best Game Concept - The Last Quarter
 - Best Flash Game - TV Head
- Best Student Art Direction CAEAA - Patchwork Playgrounds

[REFERENCES](#)

AVAILABLE UPON REQUEST