

Joe Sugerman

Phone: 289-407-1146

Email: joesugerman@gmail.com

LinkedIn: linkedIn.com/in/joe-sugerman

Website: joesugerman.com

Development Skills

- C#/C++
- HTML/CSS
- WordPress/Divi
- Photoshop
- Illustrator
- GIMP
- Familiarity with various other development tools, programming languages and APIs

Data & Organizational Productivity Skills

- VBA
- Data Analysis
- Data Processing
- Data Cleaning
- SAP Business Objects
- Avaya CMS
- NICE IEX
- Looker BI

Education

Advanced Diploma in Game Development

Niagara College

Niagara College Scholar Award

September 2016 – April 2019

Bachelor of Physical Education

Brock University

September 2006 – July 2010

Professional Experience

Workforce Coordinator

Sitel – St Catharines, ON – August 2013 – Present

- Reporting expert for Sitel Global, created/implemented a reporting process using VBA modules to analyze and validate data from over 100 sites worldwide
- Work in tandem with clients and Operation Managers to provide analysis of staffing, schedules and KPIs to identify and create service-minded solutions to possible risks
- Analyze various data sets to create clear and informative reports for clients, Site Directors and Operation Managers to help effectively manage and achieve short term and long term goals
- Assist with training and knowledge transfer of best practices for new Workforce Coordinators
- Manage staffing, schedules and call volume for multiple clients and lines of business
- Provide real-time insights to Operations to drive daily performance

Mentor

Sitel – St Catharines, ON – August 2010 – August 2013

- Assisted new hires transitioning from training to live environment by providing continuous support and training in technical tools and platforms resulting in reduced attrition
- Consistently provided service-minded guidance and support to tenured agents ensuring calls were handled within proper guidelines and reduced stress on agents during calls

Development Projects

Title:	Super Ballot Battle
Company/Host:	Odd One Out Games (Welland) – Team of 7
Duration:	8 months
Role:	Programming Lead (C#), Designer, 3D Modeler, QA

A 4-player battle arena where the object is for players to shout at voters to collect votes and become the mayor.

- Developed an 80-page Game Design Document to be used as guide for production
- Ensured proper change management by organizing tasks and tracking changes in Hansoft during production
- Coded enemy AI and spawn manager and created textures in photoshop
- Ensured proper code deployment between programmers to minimize risk of bugs, loss of code and downtime
- Facilitated communication between programmers, artists and other project leads to ensure we were able to effectively manage changes and quickly find solutions to technical challenges
- Performed extensive QA testing and bug fixing

Title:	Unwanted Guests
Company/Host:	Global Game Jam 2019 (Niagara College) – Team of 5
Duration:	48 hours
Role:	Programmer (C#), Designer, QA

A single player defense game where the player uses guns, grenades and various traps to defend his home and family from waves of zombies.

- Coded enemy AI and wave manager while working in tandem with other programmers to ensure proper code deployment
- Performed QA testing and bug fixing

Title:	Talus 2047
Company/Host:	Obscura Entertainment (Welland) – Team of 3
Duration:	4 months
Role:	Programmer (C#), Designer, QA

A single player 2.5D stealth side-scroller where the player must sneak through an abandoned research facility while avoiding the turrets and enemy AI defense system.

- Worked in tandem with designers to ensure we met implementation deadlines for each milestone
- Designed, coded and implemented AI and final scene including in-game cutscene and final chase sequence