

Geoffrey Kuhns

Servant Leader

CONTACT

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EDUCATION

Certified UX/I Designer
The University of Texas at Austin
(2021 - 2022)

**BFA Interactive Design
& Game Development**
Minor Film & Television

*Graduated Cum Laude from the
Savannah College of Art & Design*
(2007 - 2011)

EXPERTISE

Positive Attitude

Communication

Leadership

Creativity

Training

Prototyping

Analysis & Synthesis

Writing & Proofreading

Audience Engagement

Operational Efficiency

Customer Service

TRAINING

Lean Six Sigma (Yellow Belt)

MS Office, Google Suite

Adobe CS, Figma, Miro

Chat, Jira, Slack, Trello

Quip, SharePoint, Zendesk

EIM Certification

MISSION

With the eye of an artist, the passion of a visionary, and the precision of a martial artist, I constantly iterate on team processes, quality, and training to surpass and redefine your standards for excellence.

EXPERIENCE

Junior UX Designer (Nov 2021 - present)

Freelance

Pro Bono: Redesign a nonprofit website with a remote team.

Specialties: Figma prototyping, leadership, data synthesis

Customer Experience Lead (Jul 2021 - present)

VXI Global Solutions

Iterate new ways to promote a LEGENDARY experience for our AR/VR customers and agents across chat, email, and twenty social media assets.

Specialties: morale, innovation, leadership, communication

Lead Designer (Apr 2013 - present)

Interactive Dominion

Craft the epic narrative, mechanics, and world experience of a unique, high-octane, sci-fantasy, tabletop RPG.

Including: usability tests, finding the fun, convention promotion

Director (Sep 2019 - Jul 2021)

ACTS Retreats

Help coordinate and inspire the committee that recruits for, organizes, raises funds for, trains, and in all capacities supports volunteer church teams.

Manager (Sep 2017 - Aug 2020)

Pinballz Lake Creek

Pioneer the adoption of and training for VR installations, go karts, and inventory management systems.

Increase staff productivity at the Prize Center by an estimated 24%.

De-escalate bar fights.

Most Notably: balancing games for revenue, dispute resolution, dependability

ACCOMPLISHMENTS

Social Media Certification: 100% final score.

IDominion: 99.4% satisfaction at Comicpalooza, IKKiCON, ChupacabraCon.

Pinballz: "Austin's Best Party Place" 2+ years running (per *Austin Chronicle*).

Pinballz: revised prize inventory management, built a 3D heat map to revise the game floor layout, pioneered and refined attraction training, and more.

DICK'S: rallied the team to national WOW status in customer service.

All: Love and respect from my peers and colleagues.