

Felicia McEntire

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Work Experience

Game Manager, Customer Service Lead, Head of Volunteer CS Department

Funcom, Inc.
2008–Present | Durham, NC | USA

- Responsible for the office during two shifts (evening and graveyard) and for contacting Operations when in-game issues need immediate attention.
- Manages a team of eleven customer service agents ('Game Masters'), who help customers in-game and offline through email. Responsibilities include writing policy and workflow documentation for all shifts as well as management.
- Manages volunteer department which consists of over 200 people around the world.
- Responsibilities include creating guidelines for moderation and customer support duties and keeping communication flow optimized.
- Monitors Game Master performance to verify customers are receiving quality customer service.
- Responsible for schedule (vacation/sick days) and over-all shift statistics, along with the monthly shift budget.
- Responsible for complex in-game issues (such as guild sieges, raids and battlekeeps) as well as making suggestions for game implementation and informing other company branches of gameplay issues.
- Manages team output and efficiency with their KPIs (Key-Performance-Indicator) and performance counseling.

Member of Digital Imaging Staff

Strawbridge Studios
2007–2008 | Durham, NC | USA

- Was responsible for a wide range of tasks in dynamic, deadline-oriented photo production facility.
- Responsibilities included: digital photo manipulation through the utilization of pre-press cropping and color correction and extensive portrait retouching using proprietary software such as Adobe Photoshop.
- Supported the company IT infrastructure by maintaining hardware and software for Microsoft and Apple products including desktop and notebook systems.
- Performed database analysis and maintenance for company projects.
- Helped develop and write workflow documentation over the course of the fall 2007 business season.

Teacher

First United Methodist Children's Enrichment Center
2003–2004 | Little Rock, AR | USA

- Took care of infants up to 12 year-olds.
- Taught classes of 10 kids at a time.
- Taught colors, letters, animals, words, etc.
- Worked with parents on development plans for their children to learn and grow with.

Storyboard Designer, Secretary/Assistant

Eldermage, Gaming Design
2000–2002 | Harrison, AR | USA

- Telephone and organizational experience.
- Computer experience dealing with database entry, organization, editing and searching.
- Assisted with world design, cities and non-player characters.
- Typed design documents and worked on/created help files.
- Created story information and background for game-related development.
- Worked alongside a developer for story dynamics.

Proficiencies

- Adobe Creative Suite
- Microsoft Office Suite
- Experienced with html, CSS, php, FTP and website design
- Seasoned Game Master specializing in in-game community and customer relations
- Experienced with managing multiple projects and groups, particularly customer-focused, both internally and worldwide
- Completing English Major (Focus: Linguistics) [Arkansas Tech, North Carolina State University]

References

Edward Walsh III

Customer Service Manager, Office Manager - Funcom, Inc. | Durham, NC | USA

Mike LaCross

Customer Service Lead - Funcom, Inc. | Durham, NC | USA

Elizabeth Tobey

Senior Manager, Interactive Marketing - 2k Games | Novato, CA | USA