

# Maxwell Mulbury

## 3D Character Animation



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## EDUCATION

### SAVANNAH COLLEGE OF ART AND DESIGN

Bachelor of Fine Arts in Animation  
2015-2019

## SOFTWARE

- Autodesk Maya
- Microsoft Office Suite
- Google Suite
- NCH VideoPad
- Audacity

## SKILLS

- 3D character animation
  - Bipedal
  - Quadrupedal
  - Dialogue
- Video editing and production
- Sound editing
- Strong written and verbal communication
- Problem solving
- Schedule management

## WORK HISTORY

### REMOTE CUSTOMER SERVICE AGENT

Abloom Call Center  
January 2021 - October 2022

#### Responsibilities

- Provided retail customer service by phone placing, tracking, modifying, and cancelling orders.
- Resolved issues of suspected fraudulent activity.
- Documented customer feedback regarding their experience with the retailer.
- Ensured that customer account records were up to date.
- Maintained detailed logs of what occurred during each call to ensure the client's records were accurate and organized.

### REMOTE CUSTOMER SERVICE AGENT

Teleperformance  
September 2020 - January 2021

#### Responsibilities

- Provided technical support by phone by researching known issues with the product and guiding customers through basic troubleshooting steps.
- Maintained detailed logs of what occurred during each call to ensure the client's records were accurate and organized.

### STORE ASSOCIATE

Walmart  
June -September 2020

#### Responsibilities

- Collaborated with teammates to maintain the operation and cleanliness of the store's entryway and checkout area.
- Enforced the company's COVID-19 safety protocols
- Consistently ensured that all unsold merchandise was stored in appropriate locations after closing.