

# Paige Fitzpatrick Dyer

Game Developer

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[Paige Dyer - Game Developer Portfolio](https://paigefdyer.com) - <https://paigefdyer.com>

## PROFESSIONAL SUMMARY

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Recent Game Programming and Development graduate with substantial understanding of computer science and object oriented programming principles. Well-rounded knowledge and skillset of game design and user experience principles. Combined with over 3 years of professional IT experience, I possess an analytical and problem solving mindset, which is shown in my ability to troubleshoot issues efficiently and think creatively about debugging coding problems.

## RELATED TECHNICAL SKILLS

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- Programming languages (C#, C++, Python, Java)
- Game Engines (Unity & Unreal Engine 4/5)
- AI Programming
- Linear Algebra
- 3D Modeling and Animation
- Game Design
- Gameplay Programming
- Version Control (git, Bitbucket, GitHub)
- World Building & Level Design
- UI/UX Design & Programming

## RELATED SOFT SKILLS

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- Problem solving
- Project Management
- Empathy
- Leadership
- Adaptability
- Patience
- Teamwork
- Excellent Communication

## EDUCATION

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Southern New Hampshire University: Manchester, NH

**Bachelor of Science in Game Programming and Development**

November 2024

Honors: Cum Laude (3.523 GPA)

### Relevant Coursework

- Graphics Game Engine
- Software Development with C#/C++ (2)
- 312 Gameplay Systems Development
- Design of Virtual Game Environments
- Game Programming Capstone
- Artificial Intelligence

## PROJECT EXPERIENCE

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Unnamed Indie Studio: Remote

May 2024 – Present

### **Founder; Lead Developer; Project Manager**

- Lead a team of 3 game developers on development of a 2.5D Isometric RPG in Unity C#.
- Developer responsibilities include: level & world design, gameplay interaction programming, code reviews.
- Project Manager responsibilities: Manage git/Bitbucket repository, manage workflow of meetings, guide developers towards central goal.

## EMPLOYMENT EXPERIENCE

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Billerica Public Schools: Billerica, MA

November 2024 – Present

### **Lead Helpdesk Technician**

- Manage a team of IT Helpdesk technicians supporting approximately 5,000 users across 8 different schools in Billerica, MA.
- Create and manage user accounts using AD Manager and Google Admin.
- Manage ticketing system by assigning technicians and providing initial troubleshooting steps to users.
- Work alongside school and district administrators and staff to facilitate IT projects.

(Additional work experience on back)

Autajon Packaging: Nashua, NH

April 2023 – November 2024

**IT Helpdesk Technician**

- Handled Tier I-III issues for nearly 400 users located in NH, NJ and CA. Supported system administration work by updating and configuring network switches, managing users in Active Directory, and auditing and monitoring the logs and status of network architecture.
- Reduced time to resolve tickets from an average of 193 hours to an average of 53 hours.
- Identified an area for improvement in our update process, then designed, proposed, and implemented an automation process for Dell Command Update, which nearly eliminated manual intervention and improved the performance of company systems.

Apple: Cambridge, MA

March 2022 – April 2023

**Genius**

- Promoted to Genius from Technical Expert in June 2022.
- Repaired iOS and Mac devices, provided valuable feedback and mentorship to colleagues, and assisted customers with complex issues, applying critical thinking to swiftly resolve their concerns.
- Initiated and maintained a new procedure for service tool management, which resulted in the business investing less money into replacing tools.
- Spearheaded the implementation of innovative processes for iPhone 13 repairs, streamlining operations and improving service efficiency, which reduced damages during repairs by 50%.

Micro Center: Cambridge, MA

February 2021 - February 2022

**Service Technician**

- Diagnosed and resolved hardware and software issues on Windows, Linux, and MacOS computers.
- Demonstrated expertise in repairing and replacing hardware components in both laptops and desktop computers, contributing to cost-effective solutions and extended device lifespan.
- Streamlined computer setup and software installation processes, including Microsoft Office, antivirus software, and Adobe services.
- Successfully tackled complex troubleshooting and repair tasks on a wide range of computer brands, including Dell, HP, Lenovo, Mac, Razor, and custom-built laptops and desktops, showcasing a broad technical skill set and adaptability to diverse hardware environments.