

# Justin Palmer

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## Experience

### Digital Precept

Memphis, Tennessee

*Level Designer*

2016 - Present

- Design level theme, build basic geometry, script sequences with C#
- Gather and evaluate feedback, iterate on geometry and gameplay flow
- Work with programmers to refine scripts and AI issues; create drag-and-drop game objects, triggers, and game logic
- Work with artists to refine level vistas, lighting, and set dressing

### ServiceMaster

Memphis, Tennessee

*IT Analyst*

2012 - Present

- Monitor API platform
- Write python scripts and deploy them to monitoring tools (AppDynamics)
- Configure automated alerting and alarm thresholds
- Initiate, document, and facilitate resolution of critical production incidents
- Work with change management team to provide the business with concise details, timeline, and corrective actions upon incident resolution

### ServiceMaster

*Application Support*

*Technician*

- Provided application support for franchisees of ServiceMaster brands
- Acted as technical liaison between business and IT teams
- Championed change as new applications are launched into production

### ServiceMaster

*Data Center Operator*

- Worked across technical teams to manage physical backup media
- Administered reporting system (Redwood JCS, Vista Reports)
- Implemented physical server and network infrastructure

## Professional Projects

### Digital Precept

*Kung Fu: Shadow Fist*

*(Early Access, Vive/Rift)*

2016 – Present

- Designed game levels for Virtual Reality brawler game by utilizing Unity Engine, ProBuilder, C#, and various 3D assets provided by the unity asset store and team artists.

### ServiceMaster

*Project Zen*

2016 – 2017

- Assisted with planning, development, and launch of Zendesk ticketing system and centralized franchisee help center. Technology utilized: HTML, CSS, Bootstrap, JavaScript, Zendesk

## Affiliations

### Memphis Game Developers

Memphis, Tennessee

*Member, Guest Speaker*

2015 – Present

- Presented at several workshops with featured topics including: *Intro to Unity*, *Surviving a Game Jam*, *Game Jam Post-Mortem*, and *3D Terrain Generation with Heightmaps*
- Assist operating city's first co-working space dedicated to VR development

## Education & Certifications

### Cook Systems

Memphis, Tennessee

2014

- Completed two month “bootcamp” style Java programming course
- Utilized Eclipse, Notepad++, Sublime IDEs
- Built applications as defined by business requirements

### CSME, Inc.

2013

- ITILv3 Certification, No. 100536357

### University of Memphis

Memphis, Tennessee

2007 - 2011

- Bachelor of Business Administration, Management Information Systems