

# Maria Bendixen

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## EXPERIENCE

### **23 Visual Sharing Company, Copenhagen — *Head of customer support***

March 2015- PRESENT

- Leading customer support
- Filtering and coordinate requests and user insights to other departments in the company
- Gathering user insights through customer support conversations
- The overall support area; vision and practicalities
- All customer support through: intercom chat, zendesk ticket system and phone
- 1st line support
- Collaboration with developers and designers
- Reporting bugs and feature requests from customers to the engineering team
- Run all support related projects
- Proactive support
- Maintain and create content to the company's online help center
- Customer Support staff growth
- Solving technical issues and creating on-boarding material
- Make sure customers stay curious and engaged in the product

### **Lærernes a-kasse, Copenhagen — *Customer Service and counsellor***

November 2009 - February 2015

- Service and support.
- Guidance and counseling.
- Administrative work and assisting job consultants
- E-mail and phone support
- Testing website implementation
- Updating content on website
- Working in website backend

## EDUCATION

### **IT University, Denmark – *Programming for Game Designers***

September 2013 - December 2013

Followed a course one semester learning Processing: a programming

## SKILLS

Customer service and support

Communication

Game design

Technology and web

Creativity

## IT

Mac/Windows

MS Office/Google Drive

Podio

Zendesk

Intercom

Wordpress

23 Video CMS

Google analytics

Github

Slack

Basic HTML

Basic JavaScript

Unity3D

Unreal Development Kit

C# Programming (beginner)

Processing

3D modelling

Photoshop

## LANGUAGES

Danish, English,

Scandinavian

language for game designers.

## **Vancouver Film School, Canada — *Diploma in Game Design***

October 2011 - October 2012

Game design diploma, speciality in Level Design and 3D Art.

Courses: Analog and digital game theory, Business in Games, Project Management, 2D Art, Flash and c# programming, Level design, 3D modelling, Presentation skills, Quality Assurance, Game Analysis, Game Development, Cinematics, Story and narrative in Games, Character design and more.

## **Roskilde University, Denmark — *Bachelor***

August 2008 - June 2011

Bsc. science; Communication and Urban Planning.

Courses: Humans and technology, Project development, boardgame development, social media, focus group, interviews, qualitative and quantitative analysis, performance design, urban planning and field trips.

## **PROJECTS**

### **Take My Hand— *2D/3D game in Unity3D***

6 months student project developing a game to be reviewed by the local game design scene in Vancouver. Went through pre-production to post production, writing up design documents, making level designs and creating art for the game. The game can be played and reviewed [here](#).

## **VOLUNTEER**

### **Bastard Café, Copenhagen - *Game guru***

November 2014 - PRESENT

Helping people play boardgames by explaining rules and introducing boardgames. It's all about love for analogue games and having fun.

### **Playdead, Copenhagen - *Tester***

1 day game testing their follow up project to Limbo.

## **PERSONAL PROFILE**

When I'm not playing board games, throwing the controller at the TV or working in my own game development bubble, I appreciate more zen and relaxing activities such as: cooking, yoga and day dreaming under a blanket with a cup of damn good coffee. I love adventuring and I travel as much as possible; preferably to Canada and The States and basically where all the mountains are. I also love running which balances out my love for burgers.