

# Michael Shahan - GAME DESIGNER AND DEVELOPER

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## EXPERIENCE

### Quest Factor Escape Games — Lead Game Master

DECEMBER 2018 - CURRENT

- Proposed, tested, and implemented design improvements to gameplay flow and accessibility of the escape room experiences, increasing positive customer sentiment in reviews.
- Tested and established in documentation a series of safety net features that easily replaced or circumvented puzzles or game systems in the event of unexpected game failure, reducing refunds for game disruptions to less than 5%.
- Revamped or rewrote outdated design documents, outlining details related to each room's most common order of operations, each possible puzzle solution, and a list of the best types of hints for each room based on customer feedback.

### Card Kingdom — Online Operation Shipping Specialist

FEBRUARY 2019 - SEPTEMBER 2023

- Volunteered as a pioneering operator of the company's card-sorting robotics program processing hundreds of customer orders a day while providing live feedback on new software iterations.
- Wrote and updated detailed operations documents, including a new operator training packet and frequent issues guide.
- Acted as the Lead Robot Operator for the next 3 years, coaching and training 80-90% of my coworkers, leads, and supervisors, and being a core point of contact for help with breakdowns or glitches.
- Scanned through thousands of unique card name line items for missing product and title mistakes, finalizing hundreds of orders per day as a last pass QA checker.

### Columbia College Senior Year Capstone Game Project — Lead Game Designer

AUGUST 2015 - MAY 2016

- Acted as a communication fulcrum for the game, coordinating, learning from, and passing feedback between multiple disciplines on the project in order to keep the artists, sound designers, programmers, testers, and producers in sync with the game's vision.
- Worked closely with Testing Leads on focusing their planned tests and questionnaire templates for gathering player feedback, as well as analyzing and iterating on those received reports to improve game flow and functionality.
- Gained experience with long form projects, working closely with the producers to set up balanced deadlines and tasks, as well as defining the general expectations and goals for each step of the game's development.

## CURRENT PROJECTS

### Second Encounter: Sci-Fi Horror Game in Unity — Narrative and Level Designer

JANUARY 2022 - CURRENT

- Wrote the high concept game design document that includes 20+ different enemy types, mechanics for how the enemy, player, and environment interact with each other, and a narrative outline including core themes and a history timeline.
- Designed and drew paper prototypes for the main level to test core mechanics and gather feedback, and then translated those designs from paper, to 3D greybox, to a first aesthetic pass of the level with the core game systems implemented.
- Developed a pen and paper roleplaying version of the game in order to efficiently preview and test new gameplay ideas and level designs, saving hours of implementation time on an idea that doesn't fit well and ultimately gets cut.

## EDUCATION

### Columbia College Chicago — Bachelor of Arts: Video Game Design and Development

AUGUST 2011 - MAY 2016

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## TECHNICAL SKILLS

- Unity Game Engine
- Unreal Game Engine
- Microsoft Visual Studio
- GitHub Version Control
- Microsoft Teams
- C# Programming
- HTML & CSS

## GENERAL SKILLS

- Software Testing
- Workflow Planning
- Documentation
- Team Communication
- Narrative Design
- Game Design
- Level Design
- Scripting

## HONORS & LEADERSHIP

**Member of the Columbia College Chicago Honors Program**

**Leader of Columbia College Chicago's Game Development Club for Three Years**

**Tutor and Mentor in the Game Development Club's Learning Workshop**

**McCarthy Technologies Bootcamp: Core Protocol Certification**

**Winner of the Best Narrative Award in the 7th Annual Pittsburgh CAUSE Film Festival**

**Lead Operator for Card Kingdom's Q/A Robotics Program**