

KATHERINE NEUL

PROFESSIONAL SUMMARY

As a recent graduate with a 2:1 degree in Games Technology from Coventry University and six years of customer service at CeX, I have cultivated a unique blend of technical expertise, customer-facing skills, and a deep passion for the gaming industry.

During my time at CeX, I developed a keen eye for gaming trends, an in-depth understanding of various gaming platforms, and the ability to assess game quality from both a player and a market perspective. My role went beyond sales; I was responsible for stock management, testing technology, and providing customers with tailored recommendations that met their specific needs. This experience honed my communication and problem solving skills.

At Coventry University, I immersed myself in the world of game development, learning to balance creativity with technical programming. I gained proficiency in a variety of design tools and software, including Unity and Unreal Engine, and explored various aspects of game development, 3D modelling, physics and graphics simulations and game engine architecture. My final-year project, a disability aid for the deaf, explored how games could be made more accessible through the use of screen visual feedback and proved successful.

WORK HISTORY

Sales Assistant and Technology QC, 04/2019 - 08/2024

CeX, Grimsby

- Gained extensive knowledge of the retail and gaming/technology industries through hands-on experience in product testing, customer service, and inventory management.
- Enhanced empathy and problem-solving skills by handling challenging situations with professionalism and understanding.
- Developed strong teamwork and communication skills by collaborating with colleagues to meet daily operational goals and resolve customer issues effectively.
- Oversaw product testing processes to ensure quality standards and functionality across a wide range of items, including gaming consoles, smartphones, and electronics.
- Provided training and guidance to team members, fostering a positive and productive work environment.
- Assisted in achieving sales targets by promoting products, managing stock levels, and ensuring an excellent customer experience.

Student Ambassador, 09/2021 - 07/2024

Coventry University, Coventry, Warwickshire



Lincolnshire/Warwickshire



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<https://katherinelneul.wixsite.com/portfolio>



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WEBSITES, PORTFOLIOS, PROFILES

- <http://www.linkedin.com/in/katherine-neul>
- <https://katherinelneul.wixsite.com/portfolio>

SKILLS

- Python
- C
- C#
- C++
- Object-Oriented Programming (OOP)
- Mathematics for Graphics
- Problem-solving
- Listen effectively
- Ambitious thinker
- Effective communication skills
- Excellent IT skills
- Leadership skills
- Multilingual

- Represented the university at events such as open days, campus tours, and outreach programs, providing prospective students and families with information about courses, facilities, and student life.
- Delivered engaging presentations and led campus tours, showcasing key aspects of university life and creating a welcoming atmosphere.
- Strengthened communication and interpersonal skills by addressing a diverse range of queries from prospective students, parents, and stakeholders.
- Worked collaboratively with academic staff and fellow ambassadors to support university events, ensuring their smooth execution and a positive attendee experience.
- Played a key role in marketing initiatives by sharing personal experiences as a student, both in person and via social media, to promote the university brand.
- Assisted with administrative tasks, including event registration, distributing materials, and collecting feedback to help improve future events.

Student Proctor, 09/2021 - 04/2024

Coventry University, Coventry, Warwickshire

- Carried out day-to-day duties accurately and efficiently.
- Provided academic and technical support to peers, ensuring a productive learning environment.
- Assisting students with coursework, projects, and technical challenges related to game development.
- Providing guidance on programming, game engines (e.g., Unity, Unreal Engine), and development tools.
- Supporting lecturers during practical sessions by troubleshooting software and hardware issues.
- Delivering peer mentoring and organizing study sessions to enhance student understanding.
- Maintaining a professional and approachable presence to foster a positive learning experience.

This role strengthened my leadership, communication, and problem-solving skills while deepening my technical expertise in game development.

- Developed plans and strategies to promote continuous improvement.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Delivered exceptional customer service by proactively listening to concerns and answering questions.

EDUCATION

Bachelor of Science, Games Technology, 09/2020 - 06/2024

Coventry University - Coventry - 2:1 (69.3%) overall

- Individual Project Preparation- **1st**
- Individual Project- **1st**
- Networking and Servers in games- **2:2**
- Advanced GPU Programming- **2:1**
- Game Engine Architecture- **2:1**
- 3D Rendering and Animation- **2:1**

- Certified Adobe Photoshop (ACP): Visual Communication- **1st**
- Physics for Game Development- **2:1**
- Artificial Intelligence for Game Development- **2:1**
- Emerging Technologies for Interactive Simulations- **1st**
- Graphics Programming for Interactive Simulations- **1st**
- Live Portfolio Project- **1st**
- 3D Modelling- **1st**
- Post Beginners' Japanese 2- **1st**
- Software Design- **2:2**
- Object-Oriented Programming - **2:1**
- Computer Architecture and Networks - **2:1**
- Programming for Game Development - **2:1**
- Introduction to Game Design- **2:1**
- Unity Development Activity-Led Learning Project 1(2D)- **1st**
- Unity Development Activity-Led Learning Project 2(3D)- **1st**
- Japanese Language Studies- **1st**

**Certificate of Higher Education, Computer and Games Design,
09/2018 - 06/2020**

The Grimsby Institute - Grimsby

- BTEC Level 3 Computer and Games Design- Year 1 **D*D***
- BTEC Level 3 Computer and Games Design- Year 2 **D*D*D**

HOBBIES AND INTEREST

- Hobbies: I enjoy reading fantasy literature, I am always reading books in my free time as I feel that it keeps me creative and motivated. I am keen to participate within the local community. Competitive gaming and game development are passions of mine, driving me to constantly explore new strategies and design concepts. Additionally, I devote myself to physical activities such as Karate, where I've attained the rank of blue belt, as well as bouldering and regular gym sessions to stay fit and energized. I'm also dedicated to language learning, currently studying Japanese and Swedish, I retain decent proficiency in both languages.