

Michael W Zettinig

mikezfx@gmail.com | 262-370-7803 | mikezettinig.com

Skills

Software: Photoshop, After Effects, Illustrator, Cinema4D, Final Cut Pro, Premier, Maya, 3DS Max, Unity 3D, Houdini, Python, MEL Script, Nuke, Real Flow, Microsoft Office Suite, Navigator, CSW

Technical: Concept Layout, Compositing, Editing, Texturing, Animation, Motion Graphics, Photography, Drawing, Coding, Scripting
Hard Surface Modeling, UV Layouts, Shader Networks, Lighting, Basic Rigging, Expression Creation. Dynamics, Render Set-up

Personal: Working within teams, Time management, Problem solving, Critical thinking, Personal communication, Adaptable, Dependable, Problem solving, Attention to detail

EMPLOYMENT AND EXPERIENCE

Liberty Mutual Insurance | 2016 – Present SR CLAIMS RESOLUTION REP, APD – LAKE MARY, FL

- Provides superior customer experience while managing claim handling and resolving complex claims as assigned
- Evaluates liability, coverage and settles claims within prescribed procedures and authority
- Obtains information and maintains accurate records about accidents from customers and claimants
- Communicates with customers, claimants, witnesses, attorneys, 3rd party carriers and repair shops, etc
- Secures the essential facts about accidents, assesses liability/compensability, negotiate settlements and explain
- Executes on outstanding items and moves files to closure expediently
- Ensures payments processed timely as needed or releases payments once liability decided
- Completes review of policy and accident details to determine coverage and damages owed
- Handles moderate to high complexity auto liability no injury claims
- Strives to maintain 1:1 ratio of claims received to closed

It's At the Table | 2016 – 2016 FREELANCE DESIGN SPECIALIST– REMOTE

- 2D Layout creation for restaurant design
- 3D Layout and render created within Maya
- Checkpoint meetings through remote services to maintain customer understanding
- Final video render delivered within discussed time/terms

Guardians of Justice, Inc | 2014 – Present CHIEF OF LOGISTICS – ORLANDO, FL

- Coordination of over 40 members on average of 2 – 3 charity events a month
- Management of assets, including members, marketing materials, and assignments
- Attends monthly meetings with fellow leadership to make official organizational decisions
- Event booth equipment setup, take down and maintenance

AT&T | 2016 – 2016 ADVANCED TECHNICAL SUPPORT – ORLANDO, FL

- Problem solved at a highly technical level to discover and resolve root problems
- Remote access to customer device to troubleshoot and correct technical issue
- Use of multiple programs to allow internal access into cellular network
- Managed time effectively to maintain a higher customer resolve rate
- Provided excellent customer service and technical solutions

FilmScape Productions 2014 – 2015 FREELANCE MULTIMEDIA ARTIST - ORLANDO, FL

- Created motion graphics, animation, composites, and visual effects using multiple software's
- Edited video using After Effects, Final Cut, and Premiere

Full Sail University 2014 - 2014 VISUAL EFFECTS INTERN - ORLANDO, FL

- Created visual effects tutorials for student use
- Assisted Studio Artist with Visual Effect course labs
- Help students find resolutions to their technical questions
- Created additional assets for demo reel

U.S. Cellular 2000 - 2011 MOBILE CONSULTANT (MULTIPLE ROLES) - MILWAUKEE, WI

- Acquired leadership skills and management experience
- Customer service and conflict resolution
- Technical subject matter expert between consultant and consumer
- Impacted sales as well as the customer buying experience
- Effectively communicated my knowledge as a company trainer and mentor
- Exceeded company expectations by utilizing creative solutions to retain customers

EDUCATION

Full Sail University – Orlando, FL 2011-2013 B.S. IN COMPUTER ANIMATION

Concentration: Visual Effects

Award: Course Director Award – Best in class for technical understanding and applied use

Academy of Art University – San Francisco, CA 2009 SUMMER CERTIFICATE

Concentration: Photography, Animation, and Film