

Michael Luttmer

Seattle, WA 98144

Phone: (253) 495-2629

Email: michael.luttmer@gmail.com

Portfolio: <http://www.mluttmer.com/>

CAREER SUMMARY

Young business professional with focus in customer service and technical support offers an honest and straightforward approach to customer relations that resonate with clients and their associates.

SKILLS

Customer Service Skills – 5 years total. 3 years in IT, 1 year managing a CS Dept (inbound/outbound/HR), 1 year as a video store clerk.

Program Skills – Microsoft Windows (XP, Vista, 7, Server), Mac OSX, MS Office (Word, Excel, Outlook, Exchange, Powerpoint) Adobe Creative Suite CS5 (Photoshop, After Effects, Premier), Luxology Modo, 3DS Max, Final Cut Pro.

Technical Specialties – Voice/Data Wire Termination, Ticket tracking Systems, HTML and CSS. Detailed analytical skills, program and project adaptability. 3D Modeling/ Animation, all levels of video production, graphic design,

Written Skills – Technical writing, training manuals, press releases, web articles, and marketing collateral.

Interpersonal Skills – Proven experience in building client/customer relationships and communication. Experience facilitating training for clients and staff on company software products. Contract Negotiations and Quotations.

Active Clearances - DOD Secret

ACCOMPLISHMENTS

Client Services | Faith Network Inc | Website Development Firm | Bellevue, WA

- Pioneered new methods to improve company efficiency and workflow from design to release of web sites increasing sales by 200% from new business.
- Increased depth of communication and client satisfaction that brought in more business from those clients and referrals for new business.
- Enhances facilitating training for clients on company CMS software products allowing clients to be more self-sufficient with our toolset, and happier with their website product generating referrals and new business.

Production Editor | MediaSpigot LLC Redmond, WA | Magazine Publisher

March 2009 – November 2009

- Produced Two video segments (Illtech GTR, and Pacific Import Auto Forrester) that received national recognition.

3D Artist | Andrews Space Inc. | Aerospace Services for Commercial/Military | Seattle, WA.

- Instrumental in the building of an art division unto itself specifically to create marketing collateral for other aerospace companies increasing sales substantially.
- Artwork created has been featured in Aviation Weekly (May, 2008) and back cover of Space Weekly. Bringing lots of media attention to Andrews projects, client projects that our company is subcontracting with bringing in sales.
- Andrews Space Moon Concept artwork and design featured on Discovery Channel's exposition of potential moon colony exploration (2009).

Producer | FuturePast Productions | Personal Venture | Olympia, WA

- Produced six short films (3 animated, 3 live action), one music video, and two corporate videos.
- One animated short recognized at two national Film Festivals (2005).

WORK EXPERIENCE

Product Specialist | Synology Inc. | Bellevue, WA | Network Attached Storage (NAS) Manufacturer
April 2010 – July 2011

Work with clients via phone and email troubleshooting NAS product problems, tracking tickets and support requests, pre-sales inquiries and testing.

Producer | Engitype, Inc. | Federal Way, WA | Rapid Prototyping Services
June 2011 – Present

Created, edited, and modified 3D Models and assets for animation, video, and 3D printing projects. Contract ended abruptly when client ran out of funding for project.

Client Services | Faith Network Inc. | Bellevue, WA | Web Development
April 2010 – July 2011

Managed all client traffic contact within the company as well as website builds, client requests, debugging and escalation when required via email, and phone. I was responsible for training customers on maintaining custom websites through proprietary Content Management System. Supply minor graphic and video support.

Production Editor | MediaSpigot LLC Redmond, WA | Magazine Publisher
March 2009 – November 2009

Edited segments and features for video magazine components. Responsible for organizing and coordinating shoots on site, and interfacing with the clients to ensure their needs were being met. Captured vehicles for reviews and race events on location.

3D Artist | Andrews Space Inc | Seattle, WA | Aerospace Services for Commercial/Military
August 2006 – October 2008

Responsible for principle 3D modeling of technical and engineering assets in Lightwave 3D and Modo, as well as some texturing, rigging, and animation. Creation of marketing collateral using 3D/2D methods.

Producer | FuturePast Productions | Olympia, WA | Film Production Services
2004-2006

Hired by companies or crew to manage their productions. Participated in fundraising, production paperwork and legal documentation, hiring crew, equipment procurement and helping a film production run smoothly with experience in all facets of the production process.

IT Consultant | The Evergreen State College | Olympia, WA
June 2003 – August 2006

Diagnosed and serviced PC/Mac computers with software and hardware problems via phone, email, and on-site service. Fundamental to executing key projects regarding campus wide software/hardware releases. Worked on wire pulls, termination of data/voice systems and servers.

EDUCATION

The Evergreen State College Olympia, WA – Graduated 2006. BA in Film.