

JEFF PRESTON  
213 N. Lexington Pkwy, DeForest, WI 53532  
[jeff@team-preston.com](mailto:jeff@team-preston.com)  
608-347-4602

## SKILL SET

- IT: Desktop support, LAN/ WAN admin, and HW/ SW compatibility issue resolution.
- Illustration: 2D Illustration on a variety of mediums including pen, pencil, digital sculpting in Poser, medieval illumination, cartography, and digital painting in Creative Studio (Photoshop). Stylistically I can reproduce a number of existing styles. My preference is usually a realistic pen and ink style.
- Writing: Quest design, narrative/ dialogue design, proofreading, copywriting.
- Business management: Product Management, Customer Service Management, Personnel Management, Operations Management, Agile Project Management. Business Process Improvement. Extensive use of the Microsoft Office Suite.

## PROFESSIONAL EXPERIENCE

### *Flex Software & Financial Services, MADISON, WI*

#### *Product Manager/ Infrastructure Manager January 2013 to Present*

- Internally- responsible for corporate infrastructure. Graphic design. I was responsible for scoping out and installation of the local network utilizing Verizon as provider as well as setting up and supporting Office 365, one domain, Outlook, Publisher, Access and One Note.
- Externally- PM/ PdM consultant for software development firms in the Madison, WI area. Business Process Improvement analyst. Social media consultant. Project coordinator. I sat with agents, going step by step, timing actions and helped determine areas of improvement. Helped map out processes in Visio, saving the company time and ultimately money. Helped get companies to use the web, and social media to reach new clients, and push scheduled updates. I also provide on-call support for the local Fire/ EMS for network, web and application support as well as user admin.

### *Preston Consulting*

#### *Illustrator, Concept Artist & Game/ Narrative Designer 2001 to Present*

- Concept art, character design. Art Direction. Project Management. Directed artists & graphic designers as well as coordinated with writers, editors & the layout artist to produce quality games. Extensive experience with licensed products. Portfolio at <http://team-preston.com>
- Interior and cover art for published games from Cubicle 7, Atlas Games, Margaret Weis Productions, Chaosium, Catalyst Game Labs, Fanpro, Crafty Games, FASA, Melior Via, Mythmere Games, Rogue Games, Evil Hat Productions, and many small press publishers.
- Concepts for character, race, classes for a number of small publishing houses. Using my knowledge of human and animal anatomy I was able to help define the look for some alien races, adjusting some cool ideas that really didn't work anatomically.
- Game/ Narrative Designer, editor, proofreader, copywriter for Madfinger games on several titles including Deadtrigger 2, Unkilled, Monzo, and two other titles in production.
- In each case I was able to work consistently, on time and for rates that were within their budget. I was very frank about costs, best practices and time (money) saving measures.

- In every case work was done without drama, making for easy work relationships and being used often for last minute work when all others failed.

*EA BioWare, AUSTIN, TX*

*Product Manager- Bioware, September 2011 to September 2012*

- Member of the Product management team supporting the Bioware label including all sites & games produced: Star Wars: The Old Republic, Mass Effect , Dragon Age, Warhammer Age of Reckoning, Dark Age of Camelot, Ultima Online, Ultima Forever, Wrath of Heroes, Command & Conquer.
- Member of the award winning Live Services team for EA/ Bioware
- Driving member of management team of customer services for Star Wars: The Old Republic (SWTOR).
- Participated in the largest MMORPG launch in history.
- Member of process improvement & liaison team in support of global contact centers.
- Advised and consulted live production team, development/ design, platform & change management teams on CS best practices, current status, emerging issues and voice of the customer.
- Coordinated the ramp of more than 2000 CS employees, outsourced & internal over the course of three months including all account management.
- Conceived & implemented real time reporting tools to facilitate global information flow from game studio to contact centers.
- Designed & implemented policies & procedures for account management for CS operations. Handed the oncoming team a complete & operational system for incoming & outgoing staff.
- Influenced game design with the User Experience in mind, improving customer satisfaction & lowering per incident cost.

*RHT/ Network Engineering Technologies, MIDDLETON, WI*

*Technical Support Coordinator Oct 2007 to April 2008*

- Daily support of field technicians for Data & Voice cabling troubleshooting & MAC requests for a great number of clients ranging from Wal-Mart, Radioshack, Cracker Barrel, CVS Pharmacy, Costco to Chevron & FedEx.

*Exacta Corporation/ CUNA Mutual Group, MADISON, WI*

*Account Management Support May 2007 to Aug 2007*

- Account creation & support of numerous online applications & the CMG Enterprise Login System.

*Exacta Corporation/ Wisconsin Department of Administration, MADISON, WI*

*Enterprise Support Analyst May 2006 to Nov 2006*

- Support of the State of Wisconsin WAN. Monitoring of agency LAN/WAN & servers, troubleshooting of same, including running test scripts verifying connectivity.

## ADDITIONAL WORK EXPERIENCE

- *TDS Telecom, MIDDLETON, WI, Customer Service & Sales Representative Nov 2005 to Feb 2006.*
- *CUNA Mutual Group, MADISON, WI, Claims Examiner May 2005 to Oct 2005.*
- *Charter Communications, Inc., VANCOUVER, WA, HSI Tier II Lead 2002-Dec 15 2004.*
- *US Army, Infantry Squad leader, 1996-2000.*

## HOBBIES

- Gaming: Aside from playing a number of games on consoles (Xbox 360, Xbox One, PS3 and PS4) I also play several things on PC. Mostly MMORPGs on PC like World of Warcraft, Dungeons and Dragons Online, Lord of the Rings Online, Elder Scrolls Online (I actually played ESO on PC, Xbox one and more recently on PS4), Neverwinter, Mechwarrior Online, Star Wars: The Old Republic, Star Trek Online. On consoles I tend towards Fallout 3 and 4, Skyrim, Mass Effect, Dragon Age, etc.  
I also play tabletop games regularly, ranging from D&D, Warhammer fantasy Roleplay, Star Wars (all versions and editions), Iron Kingdoms and miniatures games like Warhammer (fantasy and 40k) as well as historicals, Bolt Action, Hail Caesar, etc.
- Reenactment: I've been involved in the SCA for 27 years, fighting in heavy armor, archery, doing arts and sciences (I have a bit of a leg up on doing scribal work), making things out of metal, leather, wood, and occasionally fabric. I also did roman legion reenactment for a short while as well as black powder shooting at Rendezvous.
- Homelife: I'm happily married and enjoy doing my hobbies with my wife of 16 years (who is now also into gaming and the SCA) though sometime we like to stay home with the dogs, order pizza and binge watch something on Netflix.

## SUMMARY

Games have been a part of my life, as a hobby and as work for a very long time. As a hobby since 1983 and for a living since 2000. It's my passion. My wife and I have crossed the nation a few times for work, going where the jobs are.

I have a broad array of work-related skills. I have several excellent references that can speak to my work ethic, drive and focus on quality and getting work done on time in a professional manner, while still managing to have fun. More on the recommendations on LinkedIn:

<https://www.linkedin.com/jeffpreston>

My hope to bring this skillset and expand it with fresh new skills, learn more and keep doing what I have been for as long as possible.