

Michael L'Abbé

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Education:

Fitchburg State University,
Fitchburg, Massachusetts

Bachelor of Science in Game Design
Minor in Theatre

Skills:

Customer Service, QA testing, PowerPoint, Photoshop, Excel, Project Management, Level Design, Analog and Digital Game Design, Acting (stage and film), Archery, Sailing, Unity, Maya, Radio, Leadership

Awards and Achievements:

Eagle Scout
Archery Instructor Level 1

Earned December 2012
Valid Until December 2024

Work Experience:

Cloud City Games, Stroudsburg, Pennsylvania

Keyholder April 2024 – Present

I was responsible for supporting daily operations of the store including customer service, store procedures, and running events. Tasked as the manager on duty to ensure opening and closing procedures were followed, provide a high level of product knowledge in order to answer questions and assist customers, and have a working knowledge of tournament reporting software for running events for various games and projects.

Camelback Resort, Tannersville, Pennsylvania

Lift Operator November 2022 – April 2023, December 2023 – March 2024

Tasked with overseeing lift attendants and proper operation of chairlifts to ensure the safety of employees and guests when loading and unloading. Also tasked with providing information about the resort and its policies to guest upon request.

Baden Powell Council, Boy Scouts of America, Windsor, New York

Management Team and Handicraft Director January 2023 – August 2023

As a member of the management team, I worked during the offseason to promote camp, find staff, create a sustainable program that fit the goals of the scouting program and integrated with the theme of camp. As Handicraft Director, I was tasked with the safe operation of handicraft and management of the staff below me. I also taught Theatre, Space Exploration, and Game Design to scouts aged 11-17.

Minsi Trails Council, Boy Scouts of America, Pocono Summit, Pennsylvania

High Adventure and Recreation Director June 2022 – August 2022

Lead scouts ages 14 and older on "High Adventure" treks including Horseback Riding, Whitewater Rafting, high ropes course, a 25-Mile Bike Hike, and open face rock climbing. Instructor of scouts 11 and older for the theatre, chess, and game design merit badges.

Savilinx, Brunswick, Maine

Senior Customer Service Representative October 2018 – June 2022

Aided in the enrollment and creation of accounts for federal employees and uniform service member in the Federal Employees Dental and Vision Insurance Program. I also worked as part of a Special Research Team to facilitate the correction of numerous accounts in the system, and was provided more training to serve as a Senior Representative and answer in-depth questions.