Jeremy Fair

EDUCATION

Master of Music in Composition..Ball State University 2005
  Outstanding Graduate Student Award 2004 and 2005

Bachelor of Music in Music Engineering Technology ....Ball State University 2003
  Minor in Physics and Electronics
  Studied music abroad in Chidambaram, India at Annamalai University March 2000

EXPERIENCE

Big Fish Games ....Seattle, WA
  Customer Support Lead..January 2008-present
        Manage Tier II Support team and all International CSRs. Motivate others, leading by example in a
        team environment. Analyze, interpret, and act upon customer support metrics. Conduct regular
        one-on-ones and team meetings to communicate individual goals and team objectives. Cultivate
        superior customer service by working with QA to improve team performance and quality. Pin-
        point site issues and work with operations to fix any issues the customer may experience. Work
        closely with all departments to inform entire Customer Support team of current issues.

Chromatik d zabu (www.cdzabu.com) ....Montréal, Qc, Canada
  Audio Engineer and Composer..2006-present
        Compose original music along with other composers. Engineer and mix albums, including all
        post-production and web delivery. Manage all tracks through FTP. Assist with recruiting new
        members.

Ball State University Music Engineering Technology Studio / Center for Media Design...............Muncie, IN
  Composer and Teaching Assistant 2003-2005
        Composed and engineered music for a play, a documentary, and many flash videos for the web.
        Facilitated inter-college creative projects in order to bring together artists from different mediums.
        Assisted in teaching the following classes: Sound Design, Sound Synthesis, Audio for Video.
        Chosen to conduct all prospective student tours of Music Technology Facility because of ability
        with equipment, presentation and communication skills.

Intel Corporation.. Indianapolis, IN
  Training Lead 2004-2007
        Trained computer sales persons about Intel technologies. Maintained relationships with store
        managers in order to help train and assist with merchandise. Extended store coverage resulting
        in increased number of informed sales staff. Lead a team of five other training specialists in
        Indianapolis.

SKILLS

Ten years experience working with audio and MIDI including Sound Design, Voice-over, field recording,
    foley sound, and composition.
Excellent proficiency in HTML, CSS, and Flash applications.
Own and operate eight-track digital recording and composition studio for personal projects.
In-depth knowledge of psychoacoustics and sound reinforcement.
Expertise with the following software: Digidesign Pro Tools, Motu Digital Performer, Cakewalk Sonar,Bias
    Peak, Cool Edit Pro, Sony Sound Forge and Vegas, Make Music Finale, Cycling 74 Max MSP and
    Pluggo, Csound, and Soundhack.
Extensive knowledge of music theory and history. Sixteen years experience playing percussion.