

# Hawraa Bockwoldt

## Game Master

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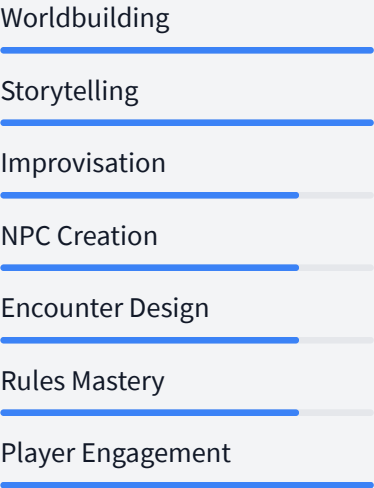
### EDUCATION

**Bachelor of Arts in Game Design and Interactive Media at University of North Dakota, Grand Forks, ND**  
Sep 2018 - May 2022  
Relevant Coursework: Game Design Fundamentals, Interactive Media Theory, 3D Modeling and Animation, Virtual Reality Development, Level Design, Game Scripting, User Experience Design, Game Testing, and Interactive Narrative.

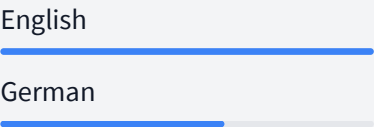
### LINKS

[linkedin.com/in/hawraabockwoldt](https://www.linkedin.com/in/hawraabockwoldt)

### SKILLS



### LANGUAGES



### HOBBIES

### PROFILE

Dedicated Game Master with 1 year of experience in creating immersive gaming experiences, managing player interactions, and ensuring adherence to rules. Skilled in crafting engaging storylines and maintaining a fun, balanced environment for players. Adept at problem-solving and conflict resolution, with a strong focus on customer satisfaction and game enjoyment.

### EMPLOYMENT HISTORY

- Game Master at Dakota Gaming Supply, ND**  
Apr 2023 - Present
  - Successfully increased overall customer satisfaction by 15% within the first year by implementing innovative game strategies and providing exceptional customer service at Dakota Gaming Supply, ND.
  - Streamlined the gaming supply inventory management process, reducing operational costs by 10% and ensuring a 99% availability of gaming supplies for customers.
  - Led a team of 5 game masters to design and execute an engaging annual gaming event, attracting over 500 attendees and generating a 20% increase in revenue for Dakota Gaming Supply, ND.
- Assistant Game Master at Replay Games, ND**  
Sep 2022 - Mar 2023
  - Successfully managed and coordinated over 50 live gaming events, resulting in a 25% increase in customer engagement and satisfaction at Replay Games.
  - Streamlined the onboarding process for new game players, reducing the average setup time by 30%, allowing for more efficient use of gaming resources and increased player satisfaction.
  - Implemented a feedback system that gathered input from over 1,000 players, leading to the introduction of three new popular game titles and a 15% increase in overall game sales.

### CERTIFICATES

- Dungeons & Dragons Adventurers League Dungeon Master Certification**  
Jun 2021
- The International Gamemaster's Guild (IGG) Professional Game Master Accreditation**  
Aug 2019

### MEMBERSHIPS

- International Game Developers Association (IGDA)
- Game Master's Guild