

KADEN DEFazio

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Current technology student with expertise in several programming languages. Proficient coder and developer. My background includes extensive work in developing applications for targeted projects, positive contact with the public, and the management of specialized administrative skills in a busy office setting.

Programming Languages: C# | C++ | Java | HTML | CSS | JavaScript

TARGETED PROJECTS

- **Animal Adventures**
a narrative-driven 3D adventure game created as a final project for a game development course. Wrote and maintained over 20 custom C# scripts managing gameplay systems including collectibles, quest tracking, a star-based reward system, and area unlocks. Implemented dialogue systems with branching text, in-game tutorials, multiple cutscenes, and a full end credits sequence. Created interactive NPCs, dynamic environment elements, and progression mechanics using Unity's event system and custom triggers. Focused on clean, modular code and user experience, ensuring a smooth learning curve and satisfying game flow from start to finish. Collaborated with instructors and peers for feedback and iteration; completed the project on time and showcased it during the final review.
- **FirePower**
Developed as part of an honors contract for my college coursework, this project explores the implementation of procedurally generated terrain in video game design. The game demonstrates a dynamic, endless terrain system, showcasing advanced techniques in procedural generation.
- **Nothing After the Afterlife**
Developed a 2D platformer that incorporated game mechanics involving enemy ai, multiple levels, and an overall ending using C# and Unity.
- **Library Book Management System – C++ Console Application**
Developed a console-based library management system in C++ that allows users to perform CRUD operations on a book catalog. Implemented features include adding, searching, displaying, sorting, and recursively counting books using object-oriented and algorithmic programming principles.
- **School-Management System**
Created a console-based application for managing school operations using Java.
- **Forest Finders**
A 3D first-person exploration game developed in Unity. Designed and implemented multiple scripts using object-oriented programming to handle core mechanics, including pickups, dialogue interactions, and a structured main menu system. Integrated Unity's UI interface and utilized free assets for environmental design. Focused on immersive player experience with interactive elements and seamless gameplay flow.

- **EasyCode**
Developed a Java application utilizing object-oriented programming principles and polymorphism. This console-based application is designed to assist local students in preparing for Java-related exams and assignments.
- **Square Fall**
Created a mobile/desktop endless runner with UI, mechanics, and replayability using C# and Unity.
- **Chat Application**
Designed a functional, console-based chat application using Java that allows others to communicate with each other.
- **Personal Website Portfolio**
Developed a portfolio website using HTML, CSS, and JavaScript to showcase previous works.
- **Skyscraper Skirmish**
Developed a bullet hell-themed game with AI and ray casting using C# and Unity.
- **Client Website Portfolio**
Created a visual portfolio using HTML, CSS, and JavaScript to meet a client's desired output.

WORK EXPERIENCE

Geek Squad Consultation Agent | Best Buy Inc., Ross Township, PA | May 2025 – Present

- Greet customers and assisted over 40+ customers daily, assessing their technology needs and providing tailored solutions
- Delivered initial diagnostics and troubleshooting for 100+ tech issues weekly across computers, mobile devices, and home electronics
- Educated customers on 3+ major service options, repair processes, and protection plans, contributing to a 15% increase in Geek Squad membership sign-ups.
- Recognized as the leading Consultation Agent across 3 stores in the micromarket for the highest number of memberships sold and services provided.
- Coordinated with 10+ advanced repair agents and specialists to streamline service workflows and reduce average turnaround time by 20%
- Assisted in 50+ software installations and data transfers monthly, improving setup accuracy and customer satisfaction.
- Stayed up to date on Best Buy's evolving tech services, enabling knowledgeable product and service recommendations.
- Delivered consistently high-quality customer service in a fast-paced environment maintaining a customer satisfaction rate above 95%

Apple Computing Certified Sales Expert | Best Buy Inc., North Fayette Township, PA | Apr. 2024 – May 2025

- Engaged with an average of 50 customers daily relaying product recommendations.
- Achieved a 20% increase in sales within the first three months by promoting special offers and discounts.
- Provided technical support to over 30 customers per week, resolving issues promptly.

- Managed inventory of approximately 1,000 items, ensuring accurate stock levels.
- Resolved customer service issues within a 24-hour timeframe, maintaining a satisfaction rate of 95%.
- Collaborated with a team of 15 members to achieve sales targets.
- Improved store performance, elevating it to one of the top-performing locations in Pennsylvania.
- Participated in 5 training sessions to enhance product knowledge and customer service skills.
- Maintained store organization, contributing to a 10% improvement in store appearance ratings.

Administrative Assistant | PEI Contracting, Inc., Ross Township, PA | Aug. 2023 – March. 2024

- Organized over 50 PEI Contracting projects using Excel spreadsheets.
- Represented the company in 10+ external business meetings.
- Managed communication with 20+ customers, ensuring project progress updates and satisfaction.
- Organized 15 internal and external business meetings, ensuring seamless event operations.
- Managed office communications, handling 100+ emails and 50+ calls weekly.
- Developed a record-keeping system in Excel, tracking office needs and payroll details for 25 employees.
- Set up and maintained electronic and physical filing systems, improving document retrieval efficiency by 30%.
- Processed and paid bills for the company, managing purchase orders totaling \$50,000 monthly.

Sales Associate | Aldi, Robinson Township, PA | Nov. 2022 – Nov. 2023

- Fulfilled 200+ online order requests for customer pickups.
- Assisted an average of 40 customers daily, answering questions and directing them to merchandise.
- Operated a cardboard baler, compacting and bundling 500 pounds of materials weekly for recycling.
- Ensured shelves were stocked with over 2,000 products, maintaining inventory accuracy.

Sales Associate | Goodwill of Southwestern Pennsylvania, Robinson Township, PA | May 2021 – Nov. 2022

- Organized donations for an appealing presentation on a sales floor of 5,000 square feet.
- Handled cash and credit transactions for 100+ customers daily.
- Trained 5 new employees on in-store procedures, improving onboarding efficiency.

EDUCATION

La Roche University, Pittsburgh, PA
Bachelor's of Science; Computer Science
 Expected; June 2027

Community College of Allegheny County, Pittsburgh, PA
Associate of Science; Multimedia Programming, Simulation, and Gaming
 Completed; May 2025

Montour High School, Pittsburgh, PA

High School Diploma;
 Completed; June 2023