

Connor J. Lincavicks

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Summary

Recent Business Management graduate from the University of New Haven with a passion for digital strategies, equipped with a strong foundation in customer engagement, community building and social media optimization, eager to contribute to a forward-thinking eSports or gaming organization.

Education

BS Business Management with a concentration in esports management. **May 2024**

University of New Haven – West Haven, CT

Experience

V Gaming League, LLC/ECRUIT.GG, Gaming Community Intern May 2022 – Present

Key skills developed: Customer Obsession, Teamwork and Problem-solving

- Support Sales Engagement with Fortune 500 Clients & dozens of College Leagues
- Develop demonstration videos for top clients with strong organizational skills
- Provide profile testing to support program debugging with attention to detail

Gamercraft, Customer Support Representative Mar 2022 – Mar 2023

Key skills developed: Customer Service, Communication and Time Management

- Provided on-demand technical support for about 370,000 users
- Leveraged corporate knowledge base to quickly resolve issues
- Met 100% Service Level Agreements and First Call Resolution KPIs

New England Scholastic Gaming, Virtual Community Manager Mar 2021 - Mar 2022

Key skills developed: Customer Outreach, Technical Proficiency and Empathy

- Engaged hundreds of students to build Virtual Communities after COVID
- Developed Social Media Content for esports events
- Provided officiating, research and media support

Awards/Recognition

- UNH Triple Team Varsity Esports – Halo Team Captain
- Top 10 National Performances in all four seasons
- Esports Scholarship at University of New Haven
- Eagle Scout
- St Paul High School Alex Whitney Scholarship

References available upon request