

✦ Mars Ochsner

Creative
Writer



mochsner.wixsite.com/portfolio

EDUCATION

**Bachelor of Fine Arts - Creative
Writing for Entertainment**
Full Sail University, Winter Park, FL
✦✦ 3.8 GPA
Graduated March 2020

SKILLS

Microsoft Office Suite, Final Draft,
Trello, itch.io, Twine
Copywriting, Game Writing, Story
Bibles, Scriptwriting, Short- & Long-
form Prose, Media Reviews

PUBLISHED WORK

"Twos: A Collection of Flash Fiction,"
Smashwords, March 2019
"Fractstar," itch.io, May 2020

EXPERIENCE

From Sept. 2019 > Present

**Fraud Research Analyst & Consumer Back Office,
Nintendo of America**

- ✦ Thoroughly and reliably analyze sensitive purchase data to protect cardholders, perform loss mitigation, and prevent future fraudulent purchases with the help of our automated systems and databases
- ✦ Accurately and succinctly discern consumer's problems and troubleshoot/provide solutions through email-based conversations while maintaining a professional and brand-appropriate voice/style
- ✦ Use various interfaces, websites, phone services, and codes to successfully transfer data, assist with digital downloads and purchases, and locate and assess repairs and part orders

From Sept. 2017 > May 2018

Data Entry Specialist, Premiera Blue Cross

- ✦ Efficiently and meticulously enter patient's personal information into the company's computer system while upholding privacy policies
- ✦ Have the ability to jump between tasks at a moments notice; flexibility in workload while still maintaining excellent time management skills
- ✦ Keep extremely strong attention to detail and accuracy while entering various strings of numbers, addresses, and other information into a grid

From Aug. 2015 > June 2017

Product Tester, Nintendo of America

- ✦ Identify programming errors and anomalies, and report anomalies step-by-step and in a clear and consistently documented manner while using
- ✦ Assist with proofreading/editing in-game text, manuals, and other publications
- ✦ Develop strong interpersonal skills and ability to operate independently or as part of a team depending on need
- ✦ Accurately track game contents (i.e. characters, items, levels) and build project quick play outlines