

Nick Bush

Designer

Contact

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Location	Toronto, Canada

Work Experience

2019-06 — present

Narrative Support at [Stave Studios](#):

Stave Studios released their debut game [Over the Alps](#) in 2019 on Apple Arcade, which went on to win the Writers' Guild award for Best Writing in a Videogame.

- Coordinated with external localization team to translate a language-focused game into 14 languages

- Helped the Narrative Design team implement branching narrative using Ink & Unity

- Worked on tools to help automate tests and assisted internal and external QA teams during development

2018-07 — present

Conversation Designer at [\[24\]7.ai](#):

[24]7.ai is one of the largest customer experience providers with a focus on AI-powered chatbots and automated voice systems.

- Designed, implemented and maintained chatbots and voice user interfaces for Fortune 500 clients

- Owned the design of conversation flows and user intent guides

- Created client-facing performance reports and provided tuning and optimization recommendations

- Contributed to each step of project delivery: from data-driven natural language model creation to grammar writing

- Gained working knowledge of multiple types of interfaces (voice, chat, knowledge base), launched on different platforms and built using various tools

2013-11 — 2017-12

Project Lead at [Moonray Studios](#):

Moonray Studios specializes in digital media, from interactive productions for broadcasters (web/mobile) to original independent PC games.

- Created successful funding proposals for [Debris](#) and several other projects, raising \$1.7M in the process

- Wrote and designed *Debris*' narrative and oversaw voice recording and technical implementation into Unity

- Worked with medical professionals and advisors to portray an empathetic representation of psychosis in a mainstream game (*Debris*)

- Helped design, build and launch other interactive projects such as *George of the Jungle: Owie Owie*, *Freaktown Defenders* and *Apptui*

- Worked with top Canadian broadcasters like CBC and Teletoon to deliver coproductions on time and on budget

2012-01 — 2012-08

Technical and Marketing Documentation Specialist at [Side Effects Software](#):

- Helped design, develop and launch a new web service ([www.orbolt.com](#))
- Independently created and maintained all service documentation for professional users
- Learned Python programming to assist web developers with Django implementation
- Provided support for beta testers and initial customers

Education

2008 — 2013

University of Waterloo

Bachelor: *Rhetoric and Professional Writing - Digital Arts Communications specialization*

Skills

Narrative/Conversation Design

- Chatbot/Voice Interface Design
- Natural Language (Grammars, NLTK)
- Interactive Writing (Ink, Twine)

Professional Writing

- Technical Writing
- Long-form & Creative Writing
- Microcopy

Funding Proposal Development

- CMF Experimental Stream
- OMDC/Ontario Creates
- IDMF

Game Development

- Unity
- Android/iOS
- HTML5

Web Development

- HTML
- CSS
- Javascript

Languages

English

Native speaker

French

Professional working