Michael Mitchell

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SUMMARY

Diligent Quality Assurance Tester with 5 years of experience ensuring seamless gaming experiences at Epic Games. Collaborated with developers to address and resolve complex bugs, maintaining QA integrity across platforms like PC, Xbox, PlayStation, and Android. Seeking to leverage skills in bug troubleshooting and cross-platform testing to enhance quality in software development environments.

EXPERIENCE

Freelance

May 2023 – Present

· Successfully developed 3D models for 3D printing.
· Optimized the 3D models for 3D printing using Maya and various slicing software.
· Collaborated with clients to translate design concepts into visual representations.

Quality Assurance Tester

Epic Games   **May 2021 – May 2023, Raleigh NC**

· Identified and isolated bugs and crashes within AAA game through regression, ad-hoc testing and investigating bugs reported by players.
· Documented detailed reports of testing results, including screenshots of issues and errors in the video game program in a self-directed and highly motivated atmosphere.
· Coordinating and working closely with developers to troubleshoot and resolve complex bugs in a committed and timely manner.
· Maintained internal QA dashboard to drive integrity and clarity of data across the company.
· Proficiency across multiple operating systems, such as PC, Xbox, PlayStation, and Android.
· Displayed excellent written and verbal communication along with ability to take initiative and be highly motivated on tasks when collaborating with a team or independently..

Game Technician Supervisor

Doyle's Outpost   **September 2019 – March 2020, Alexandria**

· Resolve service problems by clarifying customer's complaints and determining the cause of the problem.
· Obtained and evaluated revelation information to troubleshoot, repair, and maintain 25 arcade machines, a VR station, and laser tag system.
· Demonstrated strong communication skills while interacting with customer's on the arcade floor.

Quality Assurance Tester

Activision Publishing   **January 2017 – December 2019, Eden Prairie**

· Collaborated with team members to isolate and identify bugs and crashes for 3 different AAA games.
· Formulate detailed reports on hundreds of bugs and crashes within the video game programs.
· Setup and deploy builds on multiple platforms, as well as smoke testing build deploys.

EDUCATION

Associates

Minneapolis Media Institute · May 2017

SKILLS

Time Management, Database Entry, Quality Assurance, Analyst, Project Management

Jira, Test Rail, Adobe Photoshop, Unreal Engine 5, Maya, Miro, Wiki, Microsoft Office Products, Slack, Aseprite, Voxlab