

Roberto Nieves Jr
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Passionate game development enthusiast with strong QA engineering and IT support background. Experienced in manual testing across platforms, designing test plans, and providing feedback to development teams. Adept at managing complex technical projects and quickly adapting to new technologies.

Education

DePaul University Chicago Illinois

Bachelor of Science *Computer Science | Minor in Game Design*

GPA: **3.80/ 4.00**

Graduation: Winter 2024

Programming: Python, Java, SQL, JavaScript, Swift, C#

Software: Unreal Engine, Unity Test Framework, Jira, VICON

Soft Skills: Leadership, Adaptability, Communication, Analytical Thinking

Work Experience:

DePaul University Chicago, IL

DePaul Esports Leadership / Streamin Demons Founder August 2022–Present (1+ year IT experience)

- **IT Support and QA Specialist**

- Conducted rigorous manual testing of gaming software across multiple platforms, ensuring optimal performance and user experience
- Designed and executed comprehensive test plans for various gaming events and streaming services, improving overall quality by 40%
- Performed thorough testing on firmware updates and subscription-based services, identifying and reporting critical issue
- Collaborated with development teams to provide detailed feedback and bug reports, facilitating quick resolution of software issues and maintained documentation for testing procedures and best practices
- Managed quality assurance for live streaming services, ensuring high-quality broadcasts for online audiences

- **Technical Support**

- Managed technical aspects of 10+ high-profile Esports events, ensuring seamless audio-visual experiences
- Provided on-site IT support, resolving hardware and software issues with 95% efficiency
- Identified and documented software bugs and hardware issues, collaborating with vendors for resolutions
- Configured and maintained streaming setups, achieving 99.9% uptime for online broadcasts
- Conducted performance testing to ensure optimal frame rates and minimal latency in gaming environments

- **Project Leadership:**

- Founded and managed "Streamin Demons," DePaul's first Esports streaming program
- Coordinated with multiple university IT teams to standardize competition environments for large-scale events
- Managed IT budget and vendor relationships, securing over \$15,000 worth of equipment through partnerships with HyperX

Personal Projects | [Media Portfolio](#)
[Extra life DePaul Esports charity event](#)

- Managed complex 24-hour broadcasting infrastructure with multiple streaming workstations
- Implemented centralized OBS Studio server for seamless content transitions
- Set up redundant internet connections and automatic failover systems, ensuring 100% uptime
- Created comprehensive network diagrams and troubleshooting guides for rapid issue resolution
- Optimized encoding settings in real-time for various viewer bandwidths

DePaul Game Studio QA Project

- Developed and executed comprehensive QA testing protocols for in-house game projects
- Utilized Unity Test Framework to create automated tests, increasing efficiency by 30%
- Implemented bug tracking with Jira, streamlining QA-developer communication
- Conducted playtesting sessions, providing detailed feedback on gameplay and user experience
- Performed cross-platform compatibility testing (PC, mobile, web)

[Battle for Chicago](#)

[Architected and maintained robust LAN supporting multiple game titles across several schools](#)

- Implemented VLANs and real-time monitoring tools to ensure optimal performance
- Set up redundant systems and failover protocols to prevent single points of failure
- Coordinated with multiple university IT teams to standardize competition environments
- Led IT support team, providing rapid response to technical challenges during the event

[Streamin Demons](#)

- Established DePaul's first Esports streaming program, enabling student content creation
- Designed and built state-of-the-art streaming booth from the ground up
- Secured partnerships with major corporations (Pepsi, HyperX) for equipment and collaboration
- Created infrastructure supporting overall DePaul Esports experience for students

[C2E2 DePaul Esports Booth](#)

- Managed technical setup for DePaul Esports booth at high-profile entertainment expo
- Configured and maintained gaming stations for public demonstrations
- Ensured network stability in challenging convention environment
- Provided continuous technical support and troubleshooting throughout the event
- Showcased DePaul's esports program to a broad audience, increasing program visibility

