Iris Chen

QA LOCALIZATION TESTER

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EDUCATION

2008-2011

National Penghu University of Science and Technology
Bachelor of Business Administration: Tourism and Leisure

SKILLS

- Customer service
- Ability to multi-task
- Data entry
- Sage One
- Microsoft Office Applications
- Jira
- Xloc
- HTML/CSS

Certifications

- EF SET English Certificate (C1Advanced)
- 5 Coding Challenge
- Programming Foundations: Fundamentals

VISA STATUS

stamp 1G

Experienced Customer Service Agent with demonstrated history of working in the ground-based operations in Changi Airport, Singapore - providing excellent administrative assistance in the past 8 years with recent exposure as a QA in one of the leading developer/publisher of video games.

WORK EXPERIENCE

Sep 2022 to PRESENT, QA Localization Tester
Activision Blizzard – Dublin

- Test each project assigned to identify localisation and functional bugs
- Review language components (e.g. Text and Audio files) before integration
- Identify and detail defects in a clear and concise manner using the designated bug tracking database
- Complete regression/verification testing daily
- Provide ad-hoc translations

Sep 2021 to Sep 2022, Administrative Assistant
RED FLAG WHOLESALE TYRES – Dublin

- Provide administrative support including collecting data and creating reports, printing, expense processing, purchase orders
- Assist with processing invoices with Sage One Business Cloud and tracking shipment, price change and ad hoc duties
- Handling phone and email enquiries, processing orders, data entry and other administrative tasks
- Product inventory monitoring

Nov 2020 to Sep 2021, Sales Supervisor
BUBBLE WAFFLE FACTORY - Dublin

• Guide and coach staff to achieve individual growth and sales production targets
• Give instruction and assign staff to a different station
• Daily inventory and sales check
• Ensure all ingredients/raw materials are in order
• Managed staff roster, planning workloads effectively and strategically.

Mar 2015 to May 2020, Customer Service Agent
SATS – Singapore

• Customer Service Agent for Malaysian Airlines and Philippine Airlines arrival/departure gate operations.
• Coordinating with airline and ground handling crews.
• Resolved customer requests, questions and complaints by analyzing individual situations and determining best use of resources.
• Used different system to prepare pre-departure and post departure reports and passenger manifests.
• Use airline computer system to create airline tickets and boarding passes.
• Verify identification and travel documents to efficiently board passengers for on-time