Iain York   
QA Games Tester  
Ashfield, Olde Lane, Toddington, Gloucestershire, GL54 5DW  
M: (+44)07437 467 977 – E: YorkIainD@gmail.com

**Profile:**

I am a highly motivated and enthusiastic gamer with a background in customer service looking to break into the Video Games Industry as a QA tester.

**Core Skills:**

|  |  |  |
| --- | --- | --- |
| * **MS Office** | * **Fast Learner** | * **Regression Testing** |
| * **Problem Solver** | * **Self-Motivated** | * **Creating Bug Reports** |
| * **Excellent Customer Service** | * **Team Player** | * **Keen Eye for Detail** |

**Experience:**

**QA Technician – Codemasters – Southam, Warks – Feb -2019 – July - 2020:**

* Gained experience testing on Xbox 1, PlayStation 4, PC and Google Stadia platforms.
* Credited titles: GRID (2019), DiRT 5 (2020). Gained experience working on Dirt Rally 2.0 and F1 2019.
* Reported bugs using JIRA.
* Worked autonomously on set daily tasks (tick sheets/load checks).

**Shop Assistant – Warner’s Bugden’s – Winchcombe, Glos - Apr 2016 – Nov 2018:**

* Provided excellent customer service to the clients and built a rapport with many customers.
* Proficient use of the till, handling cash transactions and refunds.
* Responsible for training new staff members on using the till.
* General ad-hoc duties as required (Stocking Shelves/Cleaning Store/Receiving Parcels).

**Software Verification Engineer – Cloudtamer’s – Cheltenham, Glos – Aug – 2017 – Nov 2017:**

* Worked on Creating new Test Cases.
* Assisted the Software Development Team with hunting and fixing bugs in an Agile environment.
* Worked with lead Software Developer to create JavaScript applications for NetSuite.

|  |  |  |  |
| --- | --- | --- | --- |
| **Digital Marketing Assistant** | **Soteria Safety** | **Tewkesbury, Glos** | **Nov 2015 – Jan 2016** |
| **Customer Service Advisor** | **Superdry** | **Cheltenham, Glos** | **Oct 2015 – Nov 2015** |
| **Customer Service Team Member** | **WholeFoods Market** | **Cheltenham, Glos** | **Dec 2013 – Oct 2015** |

**Education:**

**South Worcestershire College – Evesham, Worcs - 2010 – 2012:**

* **Edexcel BTEC Level 3 IT Practitioners: Merit/Pass/Pass.**
* **Edexcel Functional Skills English Level 2: Pass.**
* **Edexcel Functional Skills Maths Level 1: Pass.**

**The Cotswold School – Bourton-on-the-Water, Glos – 2004 – 2010:**

* **OCR Level 2 Business Studies: Distinction.**
* **10 GCSE’s grades B-D.**

References are available upon request.