

HENRY TAN

5889 Kerr Street, Vancouver, BC, V5R4B9

604-612-0012

github@kitannn

hkitannn@gmail.com

TECHNICAL SKILLS

Languages, scripts and tools

- Perforce
- Git
- Testrail
- Splunk
- Python
- Java
- JavaScript

TRANSFERRABLE SKILLS

- Strong communication and teamwork skills from training clients at the BC Liquor Distribution
- Self-motivated and quick learner; picked up the work-flow and processes at Electronic Arts within 2 weeks
- Fluent in English and Cantonese Chinese

EDUCATION

British Columbia Institute of Technology

January 2013 – August 2015

- Diploma in Computer Systems Technology (Web and Mobile Option)
- Completed 2 co-op terms at BC Liquor Head Office as a Client Analyst

TECHNICAL WORK EXPERIENCE

Game Security Analyst, Keywords Studios @ Electronic Arts – FIFA Mobile

May 2021 – Present

- Ran scripts and queries in Splunk to investigate user actions regarding in-game security
- Created dashboards and reports to visualize user data for game security
- Resolved terms of service violations and investigated ban disputes
- Corresponded with designers, developers, and producers regarding features and bug fixes
- Engaged with players via social media and maintained visibility on existing in-game issues

QA Development Support III, Keywords Studios @ Electronic Arts – FIFA Mobile

June 2019 – May 2021

- Created and ran test plans for new live content
- Developed automation scripts for content testing
- Coordinated with production and design teams on release deadlines
- Wrote documentation and developed new processes for testing
- Trained testers and analysts on QA processes

Database Admin/Computer Support Specialist, Collingwood Neighbourhood House

June 2016 – September 2018

- Created and maintained inventory, employee, volunteer databases
- Maintained and expanded the intranet to be accessible by all associated programs/services
- Designed web pages for the annual general meetings

Co – op Client Computing Analyst/System Deployment, BC Liquor Distribution

January 2014 – September 2014

- Handled support using support ticket system as level 2/3 support
- Transitioned headquarter machines from XP to Windows 7
- Upgraded on-site client machines from PC towers to thin client PCs
- Trained product consultants in using new technologies

PROJECT EXPERIENCE

Transcribe – EduHacks Hackathon, Vancouver

<https://github.com/attackle/transcribe>

October, 2017

- Developed an app that transcribes audio from Amazon Alexa into text on a mobile device in real time
- Created an Alexa-skill and connected it to a Node server
- Web page connected Alexa app to Google transcribing API

BCIT Industry Sponsored Project (PRIME) – Developer, BCIT

April 2015 – May 2015

- Developed Android application for chart Projects Vancouver Inc.
- Allowed the user to filter messages from multiple feeds (email, social media, texts, etc) to only send a notification for those with the highest priority