

LAUREN JEFFERSON PUGH

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Portfolio: laurenjeffersonpugh.github.io

C++

Python

Unreal Engine

Game Development

DevOps

Perforce

EXPERIENCE

2022 - PRESENT

DEVOPS ENGINEER, 10:10 GAMES LTD

- Responsible for creating and maintaining automated build processes for multi-platform game development using TeamCity, ensuring seamless integration and deployment across platforms. Monitored build stability and performance, proactively identifying, investigating, and resolving warnings and errors to maintain a reliable build pipeline.
- Developed custom tools and web applications to support game development teams, streamlining access to key metrics and data. Key projects include a game performance tracking website and an analytics platform featuring interactive 3D maps of levels showing animated movement of players as they progress.
- Created production tools for task and project management, automating JIRA ticket creation and workflows to enhance team productivity and organisation.
- Enhanced Unreal Engine's functionality by modifying editor code to create bespoke tools and plugins, simplifying workflows and improving the efficiency of game designers and developers.
- Managed the localisation process for Funko Fusion, integrating translated strings from external translation companies into the game. Communicated with translation vendors to request additional translations and clarify context, ensuring high-quality, accurate in-game text.
- Implemented and managed Profile Guided Optimisation (PGO) for Nintendo Switch and PS4, improving game performance. Collaborated with QA to gather profiling data, ensuring comprehensive coverage and performance optimisation across the game.
- Integrated NVIDIA DLSS 3 (Deep Learning Super Sampling) into Funko Fusion, enhancing visual fidelity and performance on supported hardware, including setting up the options menu for switching between upscaling modes and quality settings.
- Collaborated with the IT team to manage data flow in and out of AWS, ensuring secure and efficient handling of game-related data.
- Provided first-line support for Unreal Engine, Perforce, software, and hardware issues, troubleshooting and resolving crashes and technical problems to minimise disruption. Collaborated with IT and development teams to implement long-term solutions.

2019 - 2020

ASSISTANT BUSINESS ANALYST, NEWCASTLE UNIVERSITY IT SERVICE

- Responsible for managing Student Lifecycle Management processes within Newcastle University.
- Heavily involved in QA testing for the upgrade from SAP ERP to S/4HANA.
- Responsible for creating and maintaining testing spreadsheets to aid teams during testing periods.
- Worked alongside the Data Retention team to ensure Newcastle University met the requirements placed on them by the implementation of GDPR.
- Managed the Student Attendance Monitoring System.

EDUCATION

2017 - 2022

MCOMP (HONS) COMPUTER SCIENCE W/ INDUSTRIAL PLACEMENT (GAME ENGINEERING), NEWCASTLE UNIVERSITY

- Graduated with First-Class Honours.
- Dissertation: *Procedural Generation of Terrain with a Focus on Creating a Realistic World* (Supervised by Lindsay Marshall).
- Gained experience using OpenGL shaders for rendering graphics. In the Game Technologies module, developed an obstacle course game utilizing advanced physics, including collision detection/resolution of OBBs and spheres, A* pathfinding, state machines, and pushdown automata.
- For the team project, developed a game inspired by *Splatoon* and created an engine from scratch to build skills in both engine and gameplay programming. Contributed to programming a prototype in Unity and implemented an audio manager using FMOD.

SKILLS & TECHNOLOGIES

- Problem solving
- Time Management
- Programming
- TeamCity
- Website development
- Communication
- Teamwork
- Perforce
- AWS
- SAP experience

PROGRAMMING LANGUAGE EXPERIENCE

- C++ – 5 years
- HTML/CSS/JavaScript – 4 years
- Visual Basic – 3 years
- Python – 5 years
- C# – 2 years
- Java – 5 years

VOLUNTEER EXPERIENCE & LEADERSHIP

- Committee Member, Warrington Wolves Volleyball Club (2024/25): Managed the club's social media, ensuring effective communication and engagement with members and the wider community.
- Social & Welfare Officer of Newcastle University Gaming Society (2018/19), ensuring members followed safety procedures and were supported. Managed the society's social media, keeping members informed on current affairs. The society won a gold award for inclusivity and was a runner-up for Most Inclusive Society (2018/19).
- Captained multiple esports teams (2018–2020), ensuring clear communication and quick decision-making under pressure while maintaining team morale. Notable achievements include 2nd place in the Belong Arena Clash Overwatch Championship League (Summer 2018) and a top 10 finish in the National University Esports League.
- Assisted in teaching Python to sixth form students at Southmoor Academy.

REFERENCES AVAILABLE ON REQUEST