Joshua Lyons
QA ENGINEER / SOFTWARE TESTER
TW5, London, UK

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PROFESSIONAL SUMMARY

QA Engineer with 3+ years in game testing and software QA, experienced in manual and automated testing for PC, Console, and Mobile platforms. Proven success in identifying and resolving complex issues, improving test efficiency, and ensuring high-quality releases. Skilled in cross-functional collaboration, defect management, and delivering polished final products for top gaming companies like EA.

CORE SKILLS

- Quality Assurance & Testing (Manual, Automated, Regression, Performance)
- Defect Management & Reporting
- Software Development
- Software Testing

- Agile/Scrum Methodologies
- Continuous Improvement & Problem Solving
- Video Game Development
- Cross-Functional Collaboration
- Stakeholder Engagement

TECHNICAL SKILLS

- **Languages:** Python, JavaScript, HTML, CSS
- **Databases & Tools:** PostgreSQL, Git/Github
- **QA Tools:** Jira, TestRail, Confluence
- **Game Engines:** Unity, Unreal

WORK EXPERIENCE

QA Technician   Jun 2021 - Nov 2024
Electronic Arts (EA), Southam, England, UK

- Led end-to-end QA testing for multiple AAA game releases, ensuring compliance with internal quality standards and platform-specific certification requirements.
- Logged and tracked over 1,200 defects across various projects using Jira, prioritizing issues based on severity and impact on gameplay.
- Managed test case repositories in TestRail, introducing standardized templates that improved test coverage and reusability by 25%.
- Conducted exploratory testing to uncover edge cases and usability issues, contributing to a 15% reduction in post-release patches.
- Developed and maintained automated test scripts in Console SDK to streamline repetitive test scenarios, cutting manual test time by 30%.
- Coordinated closely with cross-functional teams (developers, product managers, UX designers) to align testing priorities with release timelines, accelerating bug resolution cycles by 20%.
- Provided clear, actionable bug reports with reproduction steps, screenshots, and videos, enabling faster developer turnaround.
- Contributed to the development of continuous improvement practices in QA workflows, including implementing regression test suites for recurring defects.
- Tested on a variety of platforms including PlayStation 4/5, Xbox One S/X, and PC, ensuring compatibility and consistency across different environments.

EDUCATION

Master of Science(MSc) – Game Development (Programming)   Jan 2021 - Jan 2022
Kingston University London
Grade: Distinction

Bachelor of Arts(Hons) – Game Design & Art   Sep 2017 - May 2020
University of Southampton (Winchester School of Art)
Grade: Second Class Honours(Upper Division) (2.1)

CERTIFICATIONS

ISTQB Certified Tester Foundation Level v4.0 – *In Progress*

ADDITONAL EXPERIENCE

Bar Staff
Badger Farm Social Club, Winchester, Hampshire, UK
Online Shopper
Sainsbury's, Badger Farm, Winchester, Hampshire, UK
Bar Staff
Heston Catholic Social Club, Greater London, UK

VOLUNTEERING

Heston Catholic Youth Club
Hounslow, Greater London
- Interacting with young people and organizing youth sport teams and events.
- Communicating with members of the public.

International Youth Arts Festival Helper
Kingston Upon Thames, London
- Communicated with members of the public and assisted them with their queries.
- Promoting the youth festival Music, Dance and Art through selling merchandise and handing out leaflets.

Cloisters Care Home
Hounslow, Greater London
- Actively involved with caring for the elderly.
- Communicating, reading, and listening to elderly people and ensuring that they had someone to talk to.