

Szeto Jia Win

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Summary

QA Lead with 6 years of experience across 10+ game projects, including 4 AAA titles. Most recently served as QA Lead on Red Dead Redemption (2025), owning testing strategy, QA planning, and quality alignment in close collaboration with production and development. Experienced in leading and mentoring QA teams, defining test plans, quality standards, and acceptance criteria, and applying risk-based testing to support milestone readiness. Strong background in defect triage, regression planning, build stability assessment, and transparent quality reporting throughout the development lifecycle.

Skills

- **Tools & Software:** OBS Studio, Google Docs/Sheets, Confluence, Slack, Microsoft Teams, Jira, Notion, GitHub, TeamCity
- **Game Engines:** Unreal Engine, Unity
- **Testing:** Test Case Design, Regression Testing, Ad-hoc Testing, Compliance Testing (Microsoft/Sony/Nintendo), Playtest Coordination, Test Planning & Strategy, Performance & Load Testing, Risk-based Testing, Test Metrics & Reporting
- **Processes & Methods:** QA Documentation, Team Leadership, Cross-Functional Communication, Agile/Scrum Methodologies, PC/Mobile/Console QA, Release Management, Process Improvement, CI/CD Integration, Stakeholder Communication, Mentorship & Coaching, Defect Triaging
- **Certificates/Qualifications:** MasterClass Software Testing with Jira & Agile -Be a QA Lead, ISTQB Certified Tester - Foundation Level - Agile Extension
- **Language Proficiency:** English — Native Proficiency, Chinese — Conversational Proficiency, Malay — Fundamental Knowledge, Japanese — Basic Knowledge

Work Experience

Double Eleven

Jul 2025 — Present

QA Lead (Lv 1)

- Led a distributed QA team across multiple timezones to validate release readiness for 'Red Dead Redemption (2025)'
- Coordinated daily QA operations, sprint priorities, and cross-timezone handovers to maintain continuous testing coverage
- Served as the primary liaison between QA, producers, and engineering to triage and resolve critical issues
- Established mentorship and growth opportunities that resulted in promotions of key QA team members
- Defined release quality criteria and led verification efforts contributing to a high-quality launch

Ammobox Studios

Sep 2023 — Jun 2025

Game QA Lead

- Spearheaded the design and implementation of a comprehensive QA pipeline, streamlining testing and issue tracking
- Led a team of QA testers across multiple projects ensuring consistent standards and on-time milestone delivery
- Utilized tracking tools to log, monitor, and verify issues with high-quality, reproducible bug reports
- Analyzed test data to produce QA status reports, defect trends, and regression risk assessments
- Defined test plans, test cases, and strategies across PC and mobile platforms
- Mentored junior QA staff and introduced targeted online training and upskilling initiatives
- Coordinated playtesting events and triaged player-reported bugs for timely resolution
- Games worked on: 'Eximius - Seize the Frontline (FPS Strategy Hybrid)', 'Chronoforge (Action RPG)', 'IP 360 (Metaverse)' and a few 'Unannounced Projects'

Shani Entertainment

Apr 2022 — Dec 2022

Game QA Specialist

- Logged and tested critical bugs for the NFT crypto game 'Tapwar' and provided actionable feedback
- Reviewed and optimized legacy test cases to match current features and QA standards
- Authored comprehensive test cases for new features
- Mentored new QA members during probation to accelerate onboarding
- Games worked on: 'Tapwar(NFT Crypto Puzzle Game)', 'Monsta Infinite'

Larian Studios

Feb 2020 — Feb 2022

Intermediate Game QA

- Promoted from Junior to Intermediate QA within 10 months
- Logged high-priority bugs and provided clear Method of Reproduction to help developers isolate issues quickly
- Managed and updated Critical Paths while collaborating closely with scripters to ensure full coverage
- Researched internal QA tools and delivered a presentation that improved workflow efficiency
- Organized and conducted playtesting sessions, gathering valuable player feedback
- Provided concise, actionable QA feedback that was accepted and implemented in the game, helping improve stability and gameplay
- Collaborated with designers and developers to refine mechanics based on QA suggestions that were shipped in updates
- Games worked on: 'Divinity Original Sin 2' and 'Baldur's Gate 3'

Streamline Studios

May 2019 — Aug 2019

Game QA (Intern)

- Performed sanity and ad-hoc testing to support build stability
- Assisted in organizing playtesting sessions and capturing player feedback
- Started learning compliance testing for PlayStation and Nintendo platforms
- Games worked on: 'Nightstream (Mobile Endless Runner)', 'Sniper Ghost Warrior Contracts (FPS)', and 'Bake'N Switch (Party Game)'

Education

Limkokwing University College of Creative Technology

Jan 2016 — Dec 2019