

# Tony Condon

Spring Park, Minnesota ♦ 612-597-5002  
[tonycondon42@gmail.com](mailto:tonycondon42@gmail.com) ♦ [tonycondon.com](http://tonycondon.com)

## Work Experience

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### **Activision Publishing**

QA Functional Tester - May 2021 - Oct 2021

- ♦ Verifying functionality, data content, performance, 1st Party (Sony, Microsoft, Nintendo) compliance, usability/playability, and hardware/software compatibility.
- ♦ Various types of Functional Testing including Black Box Testing, Smoke Testing, Regression Testing, Load Testing.
- ♦ Used Jira and DevTrack in day to day job duties.

### **Dunwoody College of Technology**

IT Service Desk Student Worker - July 2024 - Current

- ♦ Maintain a record of all user requests in the service desk ticketing software as a tool to track calls and establish metrics. Responsible for closing service desk calls as they are completed.
- ♦ Provide computer and network technical support to users via ticketing system, telephone, and in-person. Assist users with a variety of technical issues dealing with various platforms, operating systems, applications, etc.
- ♦ Provide a moderate amount of computer training to users to ensure an efficient and successful computing experience.
- ♦ Setup, configure, and deploy computers and officially authorized software to users as a tool for performing their duties and responsibilities.
- ♦ Respond to service desk calls within level-of-service guidelines and follow-up with users, as needed. Follow-up to include duplicating complex problems, if necessary, in the lab requiring elaborate setup and working with more senior members of the support or engineering staff to resolve complex issues. Alert manager to unusual problems or problem trends as they occur.
- ♦ Perform maintenance tasks, including loading paper and toner, to the printer fleet.

## Education

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### **University of Wisconsin-Stout**

B.S. Computer Science - Attended Sep 2022 - May 2024  
Concentration in Game Design & Development & Mathematics Minor

### **Dunwoody College of Technology**

A.A.S. Web Programming & Database Development - May 2022  
B.S. Cybersecurity - Expected Graduation - May 2026

## Skills

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**Languages:** HTML, CSS, JavaScript, PHP, Python, C#, C++, XML, MongoDB, .NET, SQL

**Software:** Git, GitHub, Jira, Adobe Creative Cloud, InVision, Figma, Microsoft Access, DevTrack, ServiceNow

**Operating Systems:** Windows, macOS, Linux Desktop, Linux Servers, Windows Server, Android, iOS

**Other:** Agile Methodologies, Virtualization, Source Control, Object-Oriented Programming, Black Box Testing, Smoke Testing, Load Testing, Regression Testing, Verification Testing, Computer Assembly & Maintenance

## Projects

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**Call of Duty: Black Ops Cold War - QA Functional Tester:** First Person Shooter Game developed by Treyarch and Raven Software and published by Activision. Received QA Credit.

**Fish Feast - Audio & UI Designer/Programmer:** Fish Feast was created by a group of 8 Game Developer students over the course of 48 hours during UW Stout's 2023 Game Jam hosted by the on campus IGDA club. In Fish Feast you play as a fish where your goal is to eat other fish and items in the ocean to eventually get big enough to eat the whole map! Fish Feast was awarded the Most Innovative award.

**CULT-ure War - Project Manager:** A tabletop game where players are given the opportunity to have all the fun of starting a cult and gathering followers, without any disastrous consequences. Players will design their cult, and deity. Then gather followers in hopes of summoning the deity to defeat the opposing cults. First your opposing cults, then the world!