CONOR FORD

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QUALITY VERIFICATION/LIVE SERVICE/DIGITAL MEDIA

Team leader and reliable employee helping to enhance efficiency, productivity and quality standards in an industry that demands perfection. Interested in pursuing a career in a field most compatible with my talents in using JIRA, TestRail, DevNet, MySQL digital music recording software and equipment in a dynamic, goal-oriented environment.

DEMONSTRATED ACHIEVEMENTS

- Reproduced numerous glitches and "cheats" users were abusing in the live environment on APEX Legends which were then given to code and design and fixed due to my findings.
- Helped ship season 5 of APEX Legends while working from home during the Corona Virus by taking on other workloads not normally given to me.
- QA and live service team member for the hit game APEX Legends made by Respawn Entertainment.
- Specifically selected and promoted to Live Services team from general QA on the AAA title APEX Legends due to work ethic and and rapid completion of tasks at hand.
- Became point of contact for developers at Respawn Entertainment and QA testers at EA Baton Rouge.
- Electronic music project success in various music outlets such as SoundCloud, Spotify, iTunes, and the Google Play Store – Fully created, produced, mixed, and mastered several songs that received overwhelming feedback, including a single song contract from AIA Records.
- Awarded employee of the month several times, Vans Store – Achieved best overall customer service as well as selling the most product those months.
- LSU Laptop Orchestra – Wrote code to create and perform several pieces of experimental music with the Louisiana Laptop Orchestra

TECHNICAL SKILLS

-Windows XP, Vista 7, 8, 10 -Apple Macintosh OS 10.5 and above -IOS devices -Android devices -JIRA -TestRail -DevNet -MySQL -Source Engine	-Microsoft Word -PowerPoint -Excel -Outlook -Digital Audio Workstation-Proficient in Ableton Live (4 years) and FL Studio (7 years) -Audio Mixing & Recording-Experience with audio interface and recording hardware as well as software, respectively	-Keyboard MIDI technology-Experience with numerous midi keyboards as well as external midi controllers -Fluent in English, both speaking and writing.

CUSTOMER SERVICE AND TECHNICAL JOB EXPERIENCE

Respawn Entertainment | Los Angeles, CA   **2019 – Current**

QV/ Live Team Analyst

Created test plans and monitored/ interacted with devs and the community alike dealing with issues within the live environment.

- Ran through server update and playlist update verifications on a weekly to bi-weekly basis.
- Effectively worked with a team to guarantee no gamebreaking issues were present in the live game and if there were any present, they were repro'd and sent with logs to code and design for fixes immediately.
- Wrote test cases regarding the live store and items going into it for outsourced QV teams in Baton Rouge.
- Familiarized with Respawn's systems and infrastructure to help streamline fixes and find issues in a timely fashion
- Attended meetings with Live ops Producer and Engineers to run through all major live issues including server/ client script errors as well as asserts to decide priority and find potential repros.
- Successfully helped stop exploits and cheats that were found in the live environment by searching logs and reviewing

media to then give to engineers to help fix said issues.

- Set up Dev and retail environments on all platforms as well as pushed/pulled builds for playtests for the Respawn team across all platforms.
- Parsed crash files and logs to find asserts and where failures occurred to give to engineers to fix.
- Maintained clear and concise communications across all teams on Apex to ensure all issues were understood and fixed properly while still helping with general QA and their requests.
- Took on workloads from other areas of QV and outsourced teams while working from home during the Corona Virus Pandemic.

EA | Baton Rouge, LA   **2018 – 2019**
QA/ Live Services
Tested and helped put out the AAA title from Respawn Entertainment **APEX Legends**

- Professionally tested new software and media across all gaming platforms (Xbox, PS4, PC)
- Efficiently managed time to complete hundreds of test cases per day and send them back to Analysts.
- Effectively worked with a team to guarantee the title launch time.
- Began writing test cases and becoming familiar with analytical side during my time there.
- Familiarized with game economy for online games, even helped create a price point with a dev for banners in-game.

Key Achievements:

- Hand-picked and sent to Live Service team for my ability to finish tasks quickly and proficiently as well as keep up with rapidly changing test cases in the live environment.
- Excellent communication skills among coworkers and developers, became a point of contact between Respawn Entertainment and EABR.
- Personally invited by the Respawn Entertainment Dev team to attend the 2019 E3 conference in Los Angeles along with them.

Vans Store | Baton Rouge, LA   **2016 – 2017**
Sales Associate
Provided reliable customer service and sales for busy Baton Rouge mall store location.

- Professionally managed customers' needs and complaints over the telephone as well as in person.
- Efficiently managed and controlled inventory processes physically and electronically for the entire Baton Rouge area.
- Effectively worked with a team to guarantee customer satisfaction.

Key Achievements:

- Three-time employee of the Month for achieving excellent customer service and sales goals set by store.
- Excellent reliability and ability to help management take on additional shifts during low staffing situations.

Independent Digital & Electronic Music Producer | **Baton Rouge, LA**   **2015 – Present**
Hideouts Co-Creator/Owner
Used Digital Audio software and external midi equipment to compose and record electronic music as well as complete post production, i.e. mixing and mastering.
Released two songs from an EP, one of which is currently under contract with AIA Records.

Key Achievements:

- Directly managed the creation of and promotion of said digital music.
- Successfully helped our music expand into new markets through effective customer service (telephone and email) and meaningful interactions.
- Successfully managed every type of social media platform for this project.

Prior Experience

Bourré Restaurant, Mandeville, LA- 2014 Busser/Server
Palermo Ristorante, Baton Rouge, LA- 2017 Busser/ Server

EDUCATION

Saint Paul's High School, Covington, LA- May 2014 Graduated
Louisiana State University, Baton Rouge, LA – 2014-2017
Studied Construction Management/Experimental Music and Digital Media

PROFESSIONAL AFFILIATIONS

Verified artist on Spotify, SoundCloud, and iTunes
Credited on APEX Legends