JORDAN NORTON

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Experience

SR. QUALITY ANALYST, RESPAWN ENTERTAINMENT
(January 2019 – Present)

Analyzing potential risks for upcoming content with the development team through JIRA Tasks, Testing Plans, & department-wide updates.

Responsible for updating and maintaining various JIRA tracking dashboards, as well as internal and shared sites to mitigate the project's overall risk.

Coordinating with remote teams to reduce errors and resolve communication hang-ups, while leading a local team to ensure quality coverage of content & features.

QUALITY ANALYST I, DICE LA
(April 2018 – January 2019)

Working alongside Production, Design, Engineering, and the Hardware team while reviewing designs to analyze potential risks for Characters & Hardware and communicating these risks through Test Plans & Test Guides for Core QA.

Responsible for daily Smoke Tests of integrated content, driving studio Playtest setup and deployment, and Playtest Bug reports for triage.

SOFTWARE TESTER, INFINITY WARD
(October 2015 – May 2016 & March 2017 – April 2018)

Working with Production, Design, Engineering, and other developers to sweep integrated content and report found anomalies, while regressing known issues.

QA Weapons Specialist – In charge of weapons and their in-game functionality.

Leadership

Quality Verification

Responsible for the team's tracking of upcoming content, build verification testing, and communication with offsite teams to ensure that all features and content receive testing and regression, while following JIRA guidelines.

Providing leadership, guidance, and feedback to the team to ensure proper adherence to new guidelines.

Chief of Staff, Naval Reserve Officers Training Corps

Responsibility of each staff member in a Unit of 200+ cadets, while locating and resolving issues throughout the Unit's staff.

Skills

20 years of experience – Windows, PlayStation, Xbox, Nintendo, iOS, and Android

60+ WPM, Proficient in JIRA & Confluence Database and Ticketing Systems

Strong Communication & Customer Service Experience

Experience with Perforce, FrostEd, Drone, C/C++, Visual Studio, G Suite, and SSH

Installing, updating, and maintaining hardware & software, Troubleshooting, VoIP, setting up PCs, & equipment

Credits & Projects

Apex Legends

Battlefield V

Call of Duty: Modern Warfare

Call of Duty: Infinite Warfare

Call of Duty: Black Ops III

References

Available Upon Request