William **Birchfield**

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**Summary**

Started out in Retail at Honey baked ham where I worked my way up as an assistant Manager at only 19 years old. I then moved to Florida to pursue an education in Game Design. I worked as a Prescription Benefit Manager for Express scripts and worked my way up as the number 1 Patient Care Advocate in the building after only a few months. After that I ended up landing a contractor position with Electronic Arts and help work on Madden 18 in QA as a Audio Tester. I have a great technical background so learning the tools and how to find everything came pretty easy for me. I have worked in a variety of fields and I enjoy learning and completing tasks.

**Key Skills**

* Training and development
* Quick learner
* Proficiency in Microsoft Office
* Proficiency in Football and Madden
* Hard Working
* Computer proficient
* Unity [Intermediate]
* Unreal [Beginner]
* C# [Intermediate]
* RPG Maker VX [Advanced]
* Driven
* Competitive

**Accomplishments**

* **Track (2012)**
* Mahoning County Championships 3rdPlace
* Federal League Championships 3rdPlace
* Districts 6thPlace

**(2013)**

* Mahoning County Championships 2ndPlace
* Federal League Championships 1stPlace
* Districts 5thPlace

**(2016)**

* Express scripts (PSL) PCA of the year

**Experience**

**06/2018 to current Sr. Quality Analyst**

**EA Tiburon –** Orlando, FL

* QA for Live services.
* Complete testing for Ultimate team and Live Events.

**Projects worked on:**

* **Madden 19**
* **NBA Live 19**
* **04/2017 to 06/2018 Quality Analyst**

**EA Tiburon –** Orlando, FL

* Complete QuAC’s as they come in.
* Test and find bugs in Madden then input them in DevTrack.
* Regress bugs that get sent back to me to see if they are fixed.
* Assist engineers in getting a feature to work.

**Projects worked on:**

* **Madden 18**
* **Madden 19**

**09/2015 to 04/2017 PCA/Trainer**

**Express Scripts** – Port Saint Lucie, FL

* Manage the accounts of clients.
* Received management training.
* Train new hires in our processes.
* Responsible for the workplaces in house website.
* Maintained a 100% attendance and adherence rate.
* Ranked #1 at the location.

**04/2011 to 05/2015 Assistant Manager**

**Honey Baked Ham** – Boardman, OH

* Trailer supervisor
* Sales
* Cashier
* Marketing
* Prep
* Inventory

**Education**

**2015 - 2018 Bachelor of Science: Game Design**

**Full Sail University** – Winter Park, FL, United States

Coursework in game design using Unity and C#