

# CONN WONG

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## TECHNICAL WRITER

Former QA analyst with four years of experience in writing, three years in QA, and three years in project management. Independently studied front-end web dev and technical writing. Has a love for robust and succinct documentation. Passionate about learning, driven by teamwork, and eager to help build the best products.

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## EXPERIENCE

### TEST ENGINEER

*Bungie Inc.* | Remote | Mar 2023-Oct 2023

Feature owner on *Marathon*, assessed existing QA approaches for reiteration centered on project goals and data collection for future analyses.

- Worked with feature engineers to outline and document complex and interdependent game systems in language accessible to multiple disciplines.
- Created clear and concise feature test plans for internal and outsourced testers, specific to skill and NDA clearance levels.
- Established and maintained communications with outsourced testers to measure and report on effectiveness of testing documentation, adjusted content in accordance with feedback.
- Collaborated across disciplines to create text and visual documentation of existing development pipelines, identified next steps to improve workflow.
- Worked with cross-functional teams to create test status reports tailored for different stakeholder groups, tied in technical plans and timelines as necessary.

### SENIOR TEST ANALYST I

*Proletariat: A Blizzard Entertainment Studio* | Remote | Oct 2020–Mar 2023

Built and spearheaded Proletariat's Art QA team for parallel development with Blizzard's *World of Warcraft* team, created training materials, identified and readjusted processes between studios.

- Advised and brainstormed ideas on how to smoothly transition into an Agile workflow.
- Aggregated and edited existing documentation to increase skill and language accessibility.
- Executed and maintained test cases for smoke, black, white box testing, and exit passes in TestRail.
- Spearheaded QA for a hotfix two months into entry-level role, maintained associated JIRA tickets.
- Advocated for ESL teammates to improve language accessibility in documentation and meetings.
- Assisted with embedded testing, worked with developers to prevent bugs from being introduced.
- Proposed and implemented department process overhauls for PTO and meeting preparations.

### PROJECT MANAGER, ARTS AND HUMANITIES

*Ohlinger Studios* | Remote | Oct 2017–Aug 2019

Managed proofing processes for art and humanities e-books, built and fixed interactive feature bugs, ensured adherence to permissions policies.

- Oversaw technical QA reviews in conjunction with content reviews led by editors.
- Managed outsourced tester schedules, adjusted workloads as necessary to meet deadlines.
- Verified and updated image permissions for accuracy to comply with legal rules.
- Supervised freelancers; verified and resolved interactive feature bugs before titles went live.
- Increased productivity and reduced effort duplication by introducing title retrospectives.
- Developed sister media company's website on Squarespace using HTML and CSS.

### TECHNICAL PROJECT MANAGER

*Verndale* | Boston | Oct 2015–Oct 2016

Advised on and tracked ongoing website development and improvements for clients, worked within budgets and maintained monthly retainers.

- Worked with engineers to create client-friendly documentation for complex technical systems.

- Guided non-technical clients through engineering work, pulled in engineers as necessary.
- Served as the main point of contact for clients via various communication channels.
- Planned and executed sprints in an Agile environment, adjusted work to fit budgets and timelines.
- Streamlined all necessary information and materials for engineers to maximize productivity.

#### SENIOR WRITER/COPYWRITER

*Brafton* | Boston | Oct 2013–Oct 2015

Worked closely with clients whose businesses required the highest subject matter expertise, wrote content for target audiences ranging from consumers to medical professionals.

- Authored blog articles, press releases, eBooks, whitepapers, and landing pages across industries.
- Peer edited daily, implemented feedback as appropriate, escalated as necessary.
- Worked with clients and internal designers on infographics; adhered to brand styles and guidelines.
- Collaborated closely with clients to write marketing-focused infographic copy in brand voice.
- Oversaw infographic development cycle from beginning to end; implemented edits as appropriate.
- Helped create and maintain in-house documentation on editorial strategies and best practices.

#### EDUCATION & CERTIFICATIONS

##### UMASS DARTMOUTH

BFA, Sculpture

2007-2012

##### HTML, CSS & WEB DESIGN CIRCUIT

General Assembly

2016

##### TECHNICAL WRITING, CERTIFICATE

Bunker Hill Community College

2024

#### ADDITIONAL EXPERIENCE

##### GAMING EXPERT

*Microsoft Store*

Dec 2016-Oct 2017

##### FRONT-END DEV STUDIES

*Under mentorship*

Oct 2019-Oct 2020

##### OPINION/MANAGING EDITOR

*UMass Dartmouth, The Torch*

Sept 2010-May 2012

#### SKILLS

Agile

Jira, Confluence

Google Workspace

Miro

HTML, CSS, Git

TestRail

Communication

Detail-oriented

Teamwork

Time management