

# Andrei Ciorogar

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## Summary

Highly experienced QA Lead & Project Manager skilled in Agile environments, driving quality assurance strategies and delivering high-quality software. Possesses strong expertise in test planning, execution, automation, and team leadership. Adept at collaborating with stakeholders of all levels, defining QA processes, and implementing best practices. Seeking to leverage extensive experience in software testing and quality assurance to contribute to the success of your team.

## Experience

10/2013 – 07/2024

### QA Lead & QA Project Manager | Gameloft | Cluj-Napoca

- **Collaborated with cross-functional stakeholders** to define and implement testing methodologies, ensuring alignment with business objectives and game development milestones
- **Developed and executed test plans** for complex software features, achieving 100% coverage of critical functionality, validating software against technical specifications
- **Defined and implemented QA processes** and tools for distributed QA teams
- **Led execution of test cases** across diverse gaming platforms and devices (Mobile, PC & Consoles)
- **Analyzed and reported identified problems** through real-time quality dashboards, providing actionable insights for stakeholders
- **Coached, mentored and evaluated QA team members**, improving skill development and ensuring adherence to best practices
- **Established risk-based testing approaches** to prioritize test efforts based on feature criticality and release timelines
- **Conducted post-release retrospectives and process improvement initiatives**, driving continuous improvement and sharing best practices across teams
- **Developed KPIs and performance metrics** to drive continuous improvement in testing efficiency and effectiveness
- **Achieved consistent 4.5+ star ratings** on the App Store and securing free platform featuring for all released titles
- **Achieved maximum Customer Satisfaction (CSAT) scores** by optimizing communication channels between QA, development teams, stakeholders, and service teams

06/2020 – 10/2021

### QA Automation Producer & Engineer | Gameloft | Cluj-Napoca

- **Prioritized and tracked daily development and scripting tasks**, collaborating with relevant teams to resolve issues efficiently

- **Liaised with game development, engine, scripting, and QA teams** to address integration challenges, bugs, and feature requests
- **Oversaw the transition of existing test scripts from JavaScript to Python**, enhancing the testing ecosystem with improved performance and stronger game engine integration.
- **Guided and supported the scripting team in developing automated test scripts** for smoke tests, menu navigation, in-app purchases, CRM tool scenarios, and device compatibility—reducing manual testing time
- **Monitored team workload and morale** while maintaining project timelines and quality standards
- **Managed automation project priorities**, ensuring timely feature development and bug fixes
- **Stayed updated on internal automation initiatives** while proposing process improvement
- **Ensured deadlines were met** while monitoring and fostering team morale.

02/2012 – 09/2013

**QA Engineer & Senior QA Engineer | Gameloft | Cluj-Napoca**

- **Coached junior QA testers**, fostering skill development and knowledge transfer
- **Created detailed QA reports and filed comprehensive bug tickets** based on test cycle outcomes
- **Provided constructive feedback to managers and developers** based on test results
- **Developed detailed test plans, requirements, and test scenarios**, ensuring thorough test coverage
- **Collaborated closely with developer teams**, troubleshooting complex issues
- **Utilized a wide range of back-office tools** for various test types and procedures

## Skills

**Testing Tools & Methods:** Manual Testing, Test Case Design, Test Planning, Regression Testing, Performance Testing, Integration Testing, API testing, Diagnostics, Debugging, Test requirements and test scenarios creation, Cross-platform testing (Mobile, PC, Consoles)

**Project Management:** Agile Methodologies, Team Leadership, Risk Management, KPI Development, Process Improvement, Stakeholder Communication

**Software & Tools:** Jira, Confluence, TestRail, GitHub, Postman, back-office tools (CRM, Tracking, Ads, Events, Stress-Test etc.)

**Technical Knowledge:** Python-basics, JavaScript-basics, SQL basic queries, Linux, Git

**Automation:** Experience with automation strategy and implementation

**Methodologies:** Agile, Waterfall

**Learning In Progress:** Playwright, Cypress, AWS, Docker, Kubernetes, Ansible, Maven, Jenkins, Terraform

## Education

JULY 2015

**Bachelor of Economics, Tourism and Services | Universitatea de Vest “Vasile Goldis” | Arad**

June 2006

**Highschool Mathematics-Informatics | Colegiul National “Horea, Closca si Crisan” | Alba Iulia**