Nicholas Velarde

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PROFESSIONAL SUMMARY

Versatile and technically skilled professional with a strong background in QA testing, IT systems support, data analysis, and customer service. Experienced in troubleshooting hardware/software issues across PC and gaming platforms, supporting large-scale data systems, and providing user-centered solutions. Quick to learn new tools and systems, with a proven ability to work cross-functionally in high-paced environments — from tech to retail to public service.

SKILLS

PC & Console Troubleshooting (PlayStation, Xbox, PC)
LAN Setup & Maintenance
QA Testing (Jira, Helix)
SQL, Python, Excel, AWS Athena
Customer Service & Incident Resolution
Microsoft Office (Word, Excel, Outlook)
Data Analysis & Reporting Automation
Test Case Execution & Bug Regression
Documentation & Technical Support

EXPERIENCE

QA Tester
Take-Two Interactive — April 2024 – August 2024

- Logged, tracked, and verified bugs using Jira and Helix across multiple test cycles.
- Followed structured test plans and submitted clear, reproducible bug reports.
- Flagged critical issues and collaborated with dev teams to resolve them efficiently.
- Regressed fixed bugs and assessed the playability of titles on various platforms.
- Gained strong working knowledge of 2K products and QA practices.

Data Analyst, Strategy & Operations
GroundTruth — June 2015 – December 2023

- Queried large datasets using SQL and AWS Athena to support ad delivery and campaign reporting.
- Automated reporting workflows using Python, significantly reducing manual effort.
- Partnered with Campaign Managers to analyze performance and optimize strategy.
- Generated Excel and Python-based reports to communicate results and insights.

- Handled ad hoc data requests and developed scalable solutions for recurring tasks.
- Worked cross-functionally with internal stakeholders and external vendors.

System Technician I
Clark County IT Department — April 2014 – April 2015

- Designed, installed, tested, and maintained local area network (LAN) systems and PCs.
- Troubleshot and resolved hardware/software issues to ensure minimal downtime during operations.
- Assisted internal users in determining hardware/software needs and implemented solutions.
- Documented system installations, configurations, and resolutions for internal records.
- Provided reliable IT support during critical election operations.

EDUCATION

ITT Technical Institute, Las Vegas, NV

- Bachelor of Applied Science (Digital Entertainment and Game Design)
- Associate of Applied Science (Multimedia)