

Kaylum Birrell

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Profile

I am someone who has always had a strong interest in computers and IT, even from an early age at Primary School, I helped to develop the school's website whilst I was in the IT Club my passion and enthusiasm in IT continued and I went on to do a degree in Game Design. I enjoy building and improving my home computer and I am looking for employment in IT. While as a QA Technician, I would have to manage documents, manage issues, and troubleshoot desktop issues, for example, Microsoft Teams wouldn't work for me for two weeks when I started employment, and this was the main resource for the company. I had to then speak to it support every day and we found workarounds for me to do my job.

Skills

- Blender
- Communication
- Customer Service
- Planning
- Research
- Microsoft Office
- Adobe Photoshop
- European Computer Driving Licence (ECDL)
- Pitching Ideas
- Inventory Management
- Bug Tracking
- Quality Assurance
- Stress Testing
- Document Management.
- Organisational skills.
- Administrative Experience

Education

University of Central Lancashire, September 2020 – July 2022

BA Honours Games Design, 2nd Class Degree

Cowley Sixth Form, September 2016 – July 2018

BTEC ICT and Game Design, Distinction*, Distinction*, Distinction.

Cowley International College, September 2011 – July 2016

GCSE Mathematics – C, English – D,

ECDL (IT) – A,

Games Design – Merit,

ICT – Merit,

Work History

QA Technician/Game Tester (zero-hour contract), Universally Speaking, August 2022 - Present

As a QA Technician, I was tasked with bug hunting, regression tracking, and documenting my progress, we would do this a lot through Microsoft Teams and multiple bug tracking databases. Some days would be doing ad hoc, which involved as just playing the game we were given I'm trying to break it anyway we can, for example opening and closing the main menu while doing an action with the playable character. If that makes a bug we would then have to write down how we made that happen, get either a screenshot or screen recording, say how bad the bug is, for example, if it's an A bug that means the game is crashed or the player has to restart the game to fix it. Other days we would be tasked with stress testing or given certain parts of the game to test for regression. Stress testing is when they want everyone playing the game if it's an online game to go to one spot and do a lot of things at the same time to see if the servers can handle it. While we would stress test we would also be updating a spreadsheet, to track where we are what we're doing and who were doing it with. regressions are bugs that developers have fixed and are checking if they can still be done, to do regression I would have to track down the bug number that had been given look at what the bug is, then read the description of how the previous tester had found the bug and then I would have to repeat their process to retest if it's there or not. After completing a regression we would also have to update a spreadsheet, with the bug number if it's fixed or not and what version of the game it was tested on.

Warehouse Operative/LLOP Driver & Picker, Sainsbury's Distribution Centre, July 2019 – August 2019 / June 2020 – September 2020

As an order picker, I would go from cage to cage putting in the correct items in the correct cages. Once full, I'd then close the cage and move it off to the collection point, where they would be taken to the trucks to be loaded.

This included a career break to pursue my degree. On my return, I got to be a Llop driver, this means I would get an order then put a pallet or cage on the back of my truck then fill either the cage or pallet with the correct items then wrap it in plastic wrap and put it in the correct area to be taken to a store.

Sales Assistant – Volunteer, Scope Charity Shop, January 2013 – April 2017

I was tasked with cleaning up, making stock clean, pricing, helping customers, and stock control. I also had to transport items from the trucks to the store.

Hobbies and Interests

I especially like a wide variety of video games, PC and console, multiplayer, and RPG. I enjoy stand-up comedy and try to get to gigs wherever possible. I built my personal computer from scratch and really enjoyed it as I have a passion for all things IT. I sometimes help others with their personal computers. I enjoy Combat Sports, I enjoy boxing and UFC; I am currently trying my hand at boxing for fitness but enjoy watching them. I like tattoos, art and animals.

References are available on request.