THOMAS RYAN

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Portfolio: http://tmryan.github.io/

SUMMARY

Junior level software engineer with 7 years of experience in software quality assurance at Blizzard Entertainment. Adaptable, analytical, and detail oriented self-starter; able to prioritize effectively to accomplish multiple tasks with creativity and stay calm under pressure.

EXPERIENCE

Feb 2007 - Jan 2014

Blizzard Entertainment   Irvine, CA

Quality Assurance Analyst III

Diablo III: QA Environments Team Specialist
- Created, tasked, and oversaw tests for a team of 15 analysts
- Served as a knowledgebase and point of contact for multiple departments across the company
- Tracked, organized, and maintained bug reports across multiple large databases
- Oversaw verification of patches and hotfixes for the product post-release
- Provided qualitative and quantitative feedback to developers
- Trained, mentored, and reviewed other quality assurance analysts

Other projects and roles:
- Dedicated tester for StarCraft II Map Editor team
- Up-kept SC2 QA bug tracking web apps (largely PHP) and their host servers (Windows)
- Provided other testing as needed for large product launches
- Tested internal tools intended for customer support and customer facing websites such as the Blizzard Online Store, Battle.net Accounts Management, WoW Account Management

Aug 2006 - Nov 2006

Signature Flight Support   Santa Ana, CA

Line Service Technician

Mar 2001 - Dec 2003

Federal Express   Memphis, TN

Material Handler / Trans-load Crew

SKILLS

Personal

Detailed; excellent problem solving skills; experience in fast paced/high pressure environments; picks up new skills, languages, and tech/software quickly

Tools

Experienced with Eclipse; Familiar with Android Studio, Brackets, MS Visual Studio
Experience in both Windows and Linux environments

Programming

Intermediate knowledge of Java, junior-level C++;
Familiar with Racket, PHP, C, Python, MIPS, JavaScript

EDUCATION

Sep 2015 - Present

San Jose State University   San Jose, CA

Computer Science (cumulative GPA 3.67)
- Expected graduation: Spring 2017

Jan 2014 - May 2015

Santa Barbara City College   Santa Barbara, CA

Computer Science (cumulative GPA 3.58)

- President's Honor Roll: Spring 2014, Fall 2014
- Transferred to SJSU for the Fall 2015 Quarter

Aug 2005 - Dec 2005

Northwest MS Community College   Senatobia, MS

Emergency Medical Technician – Basic

Jan 2004 - June 2005

Tennessee Technology Center   Memphis, TN

Aircraft Maintenance (A&P License)

COURSES

Jan 2014 - Present

San Jose State University
CS 151 – Object-Oriented Design
CS 146 – Data Structures and Algorithms
CS 147 – Computer Architecture
MATH 129A – Linear Algebra
MATH 42 – Discrete Mathematics

Coastline Community College
MATH C280 – Calculus 3

Santa Barbara City College
CS 145J – Intro to Data Structures
CS 131 – Assembly Language Programming
CS 140 – Object Oriented Programming Using C++
CS 120 – Java Programming
MATH 150 – Calculus w/ Analytic Geometry I
MATH 160 – Calculus w/ Analytic Geometry II
PHYS 121 – Mechanics of Fluids and Solids