

# THOMAS RYAN

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## SUMMARY

Junior level software developer 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

Working knowledge of StarUML and Eclipse; Basic knowledge of MS Visual Studio

Programming

Junior-level to intermediate knowledge of Java, C++;  
Familiar with Python, C, MIPS, and JavaScript

## EDUCATION

Sep 2015 - Present

**San Jose State University**

San Jose, CA

*Computer Science (cumulative GPA 3.66)*

- 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 (in-progress Spring 2016)

CS 146 – Data Structures and Algorithms (in-progress Spring 2016)

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