

# Dave Lake

QA Lead

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## Summary

Specialties:

- Black Box testing & management
  - Test Plan writing & delegation
  - Database set-up & management
  - Analyzing, Improving & Setting standard processes
  - Project coordination & support across multiple studios & teams
  - Testing and using diagnosis, admin, reporting & cross-promotional tools
  - Experience with Mobile platforms, including iPhone, Android & Amazon.
  - Experience with Windows and Mac OS X across Firefox, Safari, Chrome & IE browsers
  - Experience with web & console platforms, including Facebook, Playstation & Xbox game consoles, and more
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## Experience

### **QA Lead**

March 2016 - August 2016 (6 months)

- Collaborated with offsite QA team to exchange information and documents, set up smooth processes, and delegate tasks.
- Owned the Jira project database, with regular maintenance, management, and delegation of tickets.
- Participated in design meetings and reviews, gave feedback & concerns, gathered notes, shared updates with the QA team.
- Worked directly with devs & designers to clarify project details and escalate issues
- Wrote, reviewed, and maintained thorough test cases, test plans & test runs.
- Participated in daily full team standup meetings, and ran weekly QA + Management meetings.
- Hands-on testing and bug & task entry.

### **QA Manager at Gaia Interactive**

August 2015 - January 2016 (6 months)

- Restructured QA department, introduced new processes & tools.
- Revamped & streamlined Jira database, plus regular db maintenance & management.
- Instituted cross-department Sprint processes & standards for increased efficiency.
- Consolidated, improved, and expanded preexisting test case docs.
- Wrote, reviewed, and maintained thorough test cases, test plans & test runs.
- Monitored, trained & mentored QA testers, exchanged feedback, initiated 1-on-1's.
- Interviewed, assessed, and hired prospective QA candidates.

- Kicked off daily full team standup meetings.
- Hands-on testing and bug & task entry.

### **Mobile QA Lead at Crowdstar**

August 2012 - July 2015 (3 years)

- Wrote, reviewed, and maintained thorough test cases, test plans & test runs.
- Managed local & remote international teams.
- Assessed project resources, schedules, priorities, and delegated assignments.
- Regular maintenance & management of the Jira bug database.
- Prepared progress reports, updates, and other communications.
- Interviewed and assessed prospective QA hires.
- Participated in daily QA team standup meetings + biweekly QA & Dev project standups.
- Used Charles Proxy to monitor pixlogs & network traffic, ran basic SQL queries, tracked crash logs through Crittercism, and more.
- Hands-on testing and bug entry.

### **Accounts Manager & Device Coordinator at Digital Chocolate**

February 2012 - June 2012 (5 months)

Position held concurrently with QA Manager position:

- Took charge of Device Management (Mobile, Smartphone, Tablets), including procuring devices & equipment, auditing & updating catalogs, shipping between studios & other locations, and more.
- Functioned as the main point of contact for Verizon, AT&T, T-Mobile & Sprint in managing carrier accts, including transferring, updating, opening and closing lines, resolving problems, and more.
- Responsible for handling prerelease programs from manufacturers and providers for high profile mobile devices, and in meeting deadlines for returns.

### **QA Manager at Digital Chocolate**

October 2011 - June 2012 (9 months)

In addition to previous QA Lead duties:

- Restructured local QA department into a Global Certification group, for final in-depth testing and approval of game apps prior to major submissions.
- Created & distributed company-wide standard QA processes.
- Set up & maintained centralized locations for tracking sheets, test plans & process documentation.
- Managed 3rd party outsourced QA for overflow test needs, including approving work orders, giving detailed instructions, and assigning requests from other studios for extra coverage.
- Worked with CRM team to determine standard events & parameters to track for games on various platforms, and used CRM tools to confirm events were tracking correctly.

- Remotely trained multiple QA teams in testing CRM analytics, performing Daily Game & Browser Checks, and other projects.

### **QA Tester / QA Lead / Senior QA Lead at Digital Chocolate**

April 2006 - October 2011 (5 years 7 months)

- Coordinating between QA, Dev and Production, and other departments and offices, including multiple concurrent projects and various international teams.
- Assessing resources and needs.
- Participating in roadmap and design meetings.
- Writing and reviewing thorough test plans.
- Delegating assignments & tasks, plus some testing and writing up bugs myself.
- Setting up project databases in Jira, monitoring entries and updates, assigning issues.
- Reporting testing results, progress and feedback.
- Interviewing prospective hires, training new hires, and other Lead, Admin and Management duties.

### **Software Compliance Tester at Electronic Arts**

June 2003 - February 2006 (2 years 9 months)

- \* 1st and 3rd party standards & legal sweeps
- \* Extensive hands-on testing and bug entry
- \* Completing various test plans and cycles
- \* Reporting results and feedback to project stakeholders
- \* Online testing for PS2 & Xbox platforms
- \* Participated in submission reviews and sign-offs
- \* First passes on the following title submissions: Return of the King, Ty2, Batman Begins, Tiger Woods PGA Tour '06, The Godfather

### **QA Lead at 3DO**

June 2001 - March 2003 (1 year 10 months)

- \* Extensive hands-on testing and bug entry
- \* Project bug reviews and delegation
- \* Mentored and managed testers on titles I was leading
- \* Wrote and delegated test cases and test plans
- \* Handled communications between development, management and QA
- \* Completed standards checks
- \* Wrote and distributed status reports on project progress
- \* Gave final QA approval on submissions

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## Education

### **Rochester Institute of Technology**

BFA, Medical Illustration, 1989 - 1993



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[Contact Dave on LinkedIn](#)