

# Athena Anderson

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Video game professional with 15 years of experience and a strong background in narrative writing, testing, team management. Accustomed to working side by side with Producers, Designers, and Development to support ambitious content through troubleshooting and solving workflow and implementation problems.

## EMPLOYMENT

### *Narrative Writer*

**Outact, Inc.**, Boston, MA

Feb 2017 – Current

- Supported the Art Director and Senior Designers to create game narrative and dialogue.
- Participated in the development of specific features and assets relating to the narrative, as well as in their implementation and debug.
- Made necessary changes arising from feedback in order to achieve the desired player experience.
- Responsible for writing and editing game lore, character story and abilities, tutorials and quest text, item names and tooltips, marketing materials and release notes.
- Owned the game text and localization workflow and pipelines, which included creating and implementing technical descriptions and data refs from design data.

### *QA Lead*

**Outact, Inc.**, Boston, MA

May 2016 – Current

- Defined and managed the testing effort for both Wartide: Heroes of Atlantis, and Brave Order, 3D 'Hero Collecting' genre games developed in Unity for Android/iOS mobile devices.
- Collaborated with the team's creative leadership to provide feedback and guide designs from concept to implementation.
- Attended project meetings to present QA status and discuss open issues.
- Communicated project status and roadmaps pertaining to Beta and Launch initiatives.
- Facilitated communications and balanced competing requirements and dependencies with teams based in both America and China.

### *QA Manager*

**What Pumpkin Studios**, New York, NY

June 2015 – October 2015

- Coordinated with the Director of Production to inaugurate customized Agile methodologies including Scrum, Kanban, and hybrid frameworks.
- Designed a new product development process from the ground up and rewrote the workflow to match.
- Maintained JIRA as Administrator and worked with scrum team to improve user story quality by encouraging collaborative story conversations and backlog grooming meetings.
- Advised junior staff, interns, and artists in how to identify and properly report issues across multiple areas of functionality.

### *QA Manager*

**Virtru**, New York, NY

August 2013 – April 2014

- Responsible for the hiring and management of a remote core QA team.
- Created and administered all test plans utilized by both the QA team and Development.
- Triaged and prioritized bugs in JIRA entered by testers and monitored the status of bugs across our platforms (Chrome & Firefox plugins, Android & iPhone apps).
- Gave feedback to testers based on their performance and experience.
- Consistently promoted teamwork and fostered a positive work environment by effectively driving and promoting group tasks.
- Arranged focus groups and play tests, directed QA team and company-wide testing phases, and wrote design documents based on feedback.

**Technical QA Analyst II, Game Tools Team; QA Analyst II, StarCraft II Platform Team**

**Blizzard Entertainment, Irvine, CA**

October 2011 – April 2013

- Responsible for executing testing on complex and interconnected functionality and entering “gray-box” bugs by utilizing previous testing and leadership experience.
- Routinely developed test cases from functional specifications, wireframes, and Developer communications.
- Helped create and solidify test plans by harnessing testing suspicions and integrating best practices.
- Assisted with extracting and presenting data from bug databases for risk analysis.
- Worked with the StarCraft II and Heroes of the Storm Development teams to create and compile constructive design documents.
- Provided actionable suggestions and feedback which resulted in the addition of new unit behaviors, abilities, and talents.
- Frequently engaged in simultaneous project critical tasks and worked with team leads to provide accurate time estimates.
- Experienced in technical testing for StarCraft 2 and Heroes of the Storm (including GFX/UI, Platform, Streaming, and Installer software tech) and trained in functional testing for World of Warcraft, Diablo 3, and Hearthstone.

**QA Lead**

**Worldwide Biggies; FunGoPlay, New York, NY**

May 2008 – October 2011

- Managed a core team of onsite and offshore testers along established guidelines, procedures, policies and best practices.
- Performed Black Box testing on all projects, conducted Integration testing between applications and external application/data sources, and performed rigorous User Acceptance testing for all deliverables.
- Primarily responsible for the creation, maintenance, and execution of test plans.
- Worked with Producers to schedule focus groups and beta tests and create status updates for internal review.
- Paired with the CTO to create and implement software requirement sign-offs.

**OTHER COMPANIES & PROJECTS**

**Firefall, LLC** – Freelance QA (2013 - 2017)

**LivePerson** – QA Consulting (2013)

**Jango** – Senior QA Analyst (2007 - 2008)

**Firefall, LLC** – Senior QA Analyst (2005 - 2007)

**Sony Online Entertainment** – Guide, QA Analyst (2002 - 2004)

**Neopets** – Community Moderator (2000)

**SHIPPED GAMES**

Brave Order (iOS/Android, 2019)

Wartide: Heroes of Atlantis (iOS/Android, 2018)

StarCraft II: Heart of the Swarm (PC, 2013)

World of Warcraft: Mists of Pandaria (PC, 2012)

Diablo 3 (PC, 2012)

FunGoPlay (Web, 2011)

Bigby: L.A.P.D. (iOS, 2010)

American Girl: Innerstar University (Web, 2010)

Fashion Finder: Secrets of Fashion NYC Edition (PC, 2009)

The Princess Bride Game (PC, 2008)

EverQuest 2 (PC, 2004)

**CONTRIBUTED GAMES**

Hiveswap (PC, launched 2017)

Heroes of the Storm (PC, launched 2015)

Ten Hints: Authors (Amazon Kindle, 2011)

iLava – Virtual Lava Lamp (iOS, 2009)

Star Wars Galaxies: Jump to Lightspeed (PC, 2004)

EverQuest: Omens of War (PC, 2004)

EverQuest: The Planes of Power (PC, launched 2002)

Neopets (Web, launched 1999)