



JAMES MITCHELL

SENIOR QUALITY ASSURANCE SPECIALIST

PROFILE

Senior Quality Assurance Specialist, based in Berlin. Over 20 years of experience across a multitude of industries and technology stacks. From testing both frontend and backend systems in enterprise applications, to mobile gaming, utilising platforms like Unity. I bring a wealth of experience and a passion for excellence to every project.

Outside of my professional pursuits, I am an enthusiastic maker with a keen interest in technology, and I actively contribute as the organiser for the Raspberry Jam Berlin.

CONTACT

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SKILLS

Demonstrated leadership by effectively managing a QA team from the outset.

Proficient in industry-standard testing practices, utilising popular tracking tools such as Jira, Testlodge, and Test Track Pro.

Expertise in testing in the following platforms: Web, iOS, Android, Unity and Facebook Instant Games, ensuring robust and high-quality user experiences.

Familiar in popular programming languages, including Python and JavaScript, enabling effective collaboration with development teams and comprehensive understanding of codebases.

Experienced in front-end and back-end testing, employing current development tools across all available browser platforms to ensure optimal user interactions and responsiveness.

WORK EXPERIENCE

TECHNOLY GMBH - SENIOR QUALITY ASSURANCE ENGINEER

JUNE 2024 - PRESENT

As the sole QA professional for Technoly's B2C product, I took full ownership of ensuring product quality through manual testing, including conducting test payment scenarios. I developed manual test cases and collaborated closely with the Cypress automation team, identifying and prioritising key tests for automation. My role required a proactive and detail-oriented approach, ensuring the seamless functionality of our web-based product and delivering the best user experience.

POPCORE - QUALITY ASSURANCE LEAD

MARCH 2022 - JUNE 2024

Responsibilities carried over from previous Senior Quality Analyst position, while leading a small and efficient QA team. Managed prioritisation of tasks, test management and worked closely with colleagues on any potential issues, whether technical or within the assigned task. Conducted interviews with potential new hires, including the review of QA tests provided to all candidates. Created and supervised a successful onboarding process, ensuring a smooth and efficient training experience.

POPCORE - SENIOR QUALITY ASSURANCE ANALYST

MAY 2020 - MARCH 2022

Responsibilities included test planning and the organisation of comprehensive documentation. Conducted manual testing within Unity, iOS, and Android. Facilitated the setup of apps on the iOS App Store and Google Play Store, allowing the games to be published on the respective platforms. Set up A/B tests and remote configurations within Google Firebase to test and address issues. Analysed Crashlytics data in order to improve game stability and conducted tests based on user feedback.

SOFTGAMES - SOFTWARE QUALITY ASSURANCE ENGINEER

NOVEMBER 2018 - MARCH 2020

Conducted comprehensive game testing across various platforms, specialising in Facebook instant games, Android, and iOS systems. Proficient in release management, seamlessly transitioning versions from development to live environments and creating detailed release notes. Maintained and optimised QA test cases and test plans. Designed a custom web-based test system for efficient event and release tracking. As the primary contact for new games, adeptly located bugs and provided constructive critical evaluations. Facilitated direct communication with developers to analyse issues and explore potential solutions.

PI-TOP - QA ENGINEER (CONTRACTOR)

JUNE 2018 - DECEMBER 2023

Freelancing with pi-top to address their QA requirements, specialising in writing test cases and conducting manual tests using pi-top hardware with pi-topOS.

ORACLE - SOFTWARE QUALITY ASSURANCE ENGINEER

APRIL 2012 - OCTOBER 2018

Performed testing on Oracle's network monitoring software product, encompassing web front-end and Linux back-end testing. Successfully crafted test cases, developed test plans, and executed manual testing procedures. Took on responsibility of occasional server hardware maintenance to ensure optimal system performance.

GOODBEANS / YOUNG INTERNET - QA MANAGER

JUNE 2010 - APRIL 2012

Conducted rigorous testing on online games Panfu and Oloko, checking both front and back-end systems to ensure bug-free and operational features. Generated critical reports on feature concepts, developed test requirements for standard tests and new features, and reported on the QA test status following Scrum/Kanban Agile practices. Held responsibility of training new QA personnel and performed end user tests on iPhone and iPad apps.

FOX MOBILE GROUP / JAMBA - QA TECHNICIAN

JUNE 2008 - DECEMBER 2009

Managed testing for Jamba portals across diverse mobile devices, encompassing billing tests, downloadable content verification and overall visual presentation assessments. Developed comprehensive test criteria for further refinement of testing processes.

OJOM - QA TECHNICIAN

NOVEMBER 2005 - JUNE 2008

Testing mobile games across diverse platforms, conceptualising Interactive Flash Banners, efficiently project managing production with China-based team. Other responsibilities included crafting marketing assets, writing critical reports on game design documents and beta versions, and delivering content through submission templates.