

Tim Chau

QA/UX Professional

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QA: readytesterone.com \ Design: timandspace.com

Experience

Senior Test Analyst II (Gameplay & UI) / Blizzard

FEBRUARY 2022 - AUGUST 2023

- Owned QA strategy, test design, execution, and sign-off for gameplay systems and UI features including Guilds, PvP, and Warchest
- Established documentation and knowledge-sharing practices that became team standards; developed training sessions and cross-training practices across internal and external QA teams
- Onboarded and cross-trained team members across gameplay engineering, art, and sound testing, expanding testing coverage across disciplines
- Triaged and escalated high-priority defects, collaborating with developers, QA, and production to assess impact, prioritize fixes, and improve game functionality and usability

Lead QA Analyst (Web & Platform) / NCSOFT

APRIL 2018 - MARCH 2019

- Led a three-person platform and web QA team supporting portfolio-wide website redesigns, game updates, marketing initiatives, and game integrations across NCSOFT titles including Blade & Soul, Aion, Lineage 2, and Lineage 2 Classic
- Coordinated QA priorities across developers, project leads, publishing, customer service, and operations, balancing testing scope, timelines, and available resources to meet quality requirements
- Owned QA planning and release readiness by defining testing requirements, estimating effort, assigning team priorities, reviewing test plans, and communicating QA status to stakeholders

Senior QA Analyst (Web & Platform) / NCSOFT

APRIL 2016 - MARCH 2018

- Supported game launches, live-service updates, and platform initiatives across NCSOFT's web and account ecosystem, including website, founder pack, and launcher testing for the Blade & Soul and Master X Master launches
- Collaborated with platform and web teams to assess QA priorities, estimate testing requirements and effort, and develop test plans for new features and releases
- Tested web and in-game purchase flows, including transaction processing and item/entitlement delivery
- Trained new hires on QA processes and supported communication between QA, platform/web teams, and project stakeholders

QA Tester (Games) / Carbine Studios

FEBRUARY 2013 - MARCH 2016

- Created and executed smoke, full-functionality, and regression test plans

for WildStar, contributing to the game's launch

- Owned QA for the Paths content system and later the UI team, ensuring functionality, usability, and stability across feature development and a major UI 2.0 redesign
- Partnered directly with UI designers, engineers, and developers to investigate defects, validate fixes, and maintain testing documentation

Skills

QA Tools

TestRail · Jira · Confluence · Browser DevTools

Accessibility QA

WCAG · WAI-ARIA · Accessibility Audits · WAVE · axe DevTools · Keyboard Navigation · Screen Reader Testing · VoiceOver · Accessibility Trees

Web Technologies

HTML · CSS · JavaScript (Beginner)

QA Leadership & Collaboration

Training & Mentorship · Cross-Training · Documentation & Knowledge Sharing · Cross-Functional Collaboration · QA Process Improvement

Other Experience

Freelance Web Designer

AUGUST 2017 - PRESENT

- Collaborate with clients to understand needs and develop ideas into functional, beautiful, and responsive websites
- Design and produce websites within scope and on-time to meet project deadlines
- Provide service post-delivery through regular updates and maintenance, as well as, training of the WordPress CMS

Education

Bachelor of Arts in Sociology / University of California, Irvine

Certifications

Certified Tester, Foundation Level

ASTQB - ISTQB in the U.S.

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Credential ID 22-CTFL-00798-USA