Tim Chau

QA/UX Professional

timnchau@gmail.com \ (559) 259-2093

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 adopted as team standards; developed training and cross-training for 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, working with developers, QA, and production to assess impact, prioritize fixes, and support timely resolution

Lead QA Analyst (Web & Platform) / NCSOFT

April 2018 - March 2019

- Led a three-person web and platform QA team, defining test scope, estimating effort, assigning work, reviewing test plans, communicating QA status, and assessing release readiness
- Coordinated QA across website redesigns, game updates, marketing initiatives, and platform integrations for titles including Blade & Soul, Aion, Lineage 2, and Lineage 2 Classic
- Supported title launches, live-service updates, and platform initiatives, including GDPR changes, SSO, account flows, launcher updates, and game sunsets

Senior QA Analyst (Web & Platform) / NCSOFT

April 2016 - March 2018

- Supported the Blade & Soul and Master X Master launches with website, founder's packs, and NC Launcher testing
- 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, functional, 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 and engineers to investigate defects, validate fixes, and maintain testing documentation

Skills

QA & Testing
Test Planning & Execution · Smoke, Functional & Regression Testing · Defect Triage & Reporting · Release Readiness · Purchase Flow Testing

QA Tools
TestRail · Jira · Confluence · Browser DevTools

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

Web Technologies
HTML · CSS · JavaScript (Beginner)

Other Experience

Freelance Web Designer & Developer
August 2017 - Present

- Gather client requirements and translate them into functional, responsive WordPress websites
- Design and develop websites within agreed scope and timelines, balancing client needs with usability and technical considerations
- Maintain and update websites, troubleshoot issues, and train clients to manage WordPress content

Education

Bachelor of Arts in Sociology / University of California, Irvine

Certifications

ISTQB Certified Tester Foundation Level (CTFL)
ASTQB (ISTQB in the U.S.) · April 2022
Credential ID: 22-CTFL-00798-USA