

LYNDSAY PISTELLA

SENIOR QA ANALYST

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PROFESSIONAL SUMMARY

Innovative Senior QA Analyst with over 12 years of experience in video game testing, contributing to the successful launch of over 20 AAA and indie titles. A proven leader within Agile/SCRUM development pipelines across PC, mobile, and three generations of consoles. Skilled in creating data-driven test strategies and fostering team collaboration to deliver polished game launches. Passionate about video games with a strong player perspective, dedicated to enhancing quality and player experience.

SOFTWARE

Testing Tools: JIRA/Confluence, AzureDevOps, Test Rail, TTP, Trello, Hansoft
Development Tools: Perforce, Jenkins, Visual Studio, Selenium, Hermes, Aspera, Unity, Unreal, SDK, Xbox GDK, NDI
Office/Other: Microsoft 365, Google Workspace, Slack, Zoom, Dropbox, Discord, 3DS Max, Adobe Creative Suite

TECHNICAL KNOWLEDGE

Platforms: Sony PS3/4/5, Vita
Microsoft Xbox 360/One/Series X, Kinect
Nintendo Wii/WiiU, 3DS, Switch
PC - Steam, Microsoft, Epic, GoG
VR - Vive, Oculus, PSVR
Languages: SQL/JQL, Python, Lua
English: C2 (Fluent), Spanish: A2 (Basic),
Swedish: A1 (Beginner)

WORK HISTORY

SENIOR QA ANALYST - Panic Button Austin, TX | December 2020 - Present

- Led QA efforts and teams for titles including Skyrim, Fallout 4, Starfield, Forza Horizon 4/5, and Star Wars: Jedi Fallen Order.
- Designed and implemented the **test pipeline** and process for the Skyrim 10th Anniversary project across all consoles and PC platforms (Steam, Epic, MS Store, GoG).
- Collaborated with Bethesda QA, production, and engineering teams to troubleshoot issues, **optimize workflows**, and ensure seamless information exchange.
- **Prioritize and track defects** using **JIRA** and **Azure DevOps**, utilizing dashboards, filters, and other tools to streamline bug triage.
- Use internal **automation test tools** for testing UI and stability/uptime.
- **Improved testing efficiency** and by analyzing testing data and using it to pinpoint high risk or problem areas

QA ANALYST III - Panic Button Austin, TX | June 2019 - December 2020

- **Partnered with developers** across **all production stages** to **establish test processes** for Doom Eternal, Torchlight and Wolfenstein: Youngblood on Xbox Series X/One, PS4/PS5, and Nintendo Switch.
- Conducted specialized tests for **compliance, accessibility, regression, performance, build verification, latency and localization.**
- **Develop and execute detailed test cases** to ensure comprehensive coverage of game features, and **documentation** of other valuable project information.
- **Strong problem solving and troubleshooting skills** used to identify root causes of issues and propose effective solutions.

QA MANAGER - Phaser Lock Interactive Austin, TX | Feb 2018 - March 2019

- **Built and managed the QA department** including **hiring testers, arranging playtests, and manually testing** Final Assault on VR platforms.
- Developed QA procedures, **selected testing tools**, and collaborated with owners and developers to align QA efforts with critical quality goals..
- **Provided detailed feedback** to directors and producers, ensuring testing efforts focused on validating key aspects of game quality.
- **Balance Testing:** Conducted extensive gameplay testing to ensure smooth mechanics and balanced difficulty

QA ANALYST II (CONTRACT) - EA Games: Red Crow Mobile Austin, TX | April 2017 - November 2017

- Managed daily builds for The Simpsons: Tapped Out using **Jenkins and Perforce.**
- Created test plans, logged bugs, and led the Baton Rouge QA team to ensure **timely and accurate testing.**
- **Adapted quickly** to changing project requirements and tight deadlines in a fast-paced environment while collaborating with a major studio and its highly protected IP - Fox and The Simpsons.
- Testing and analyzing **mobile games** across multiple platforms (**macOS, Android, Fire OS**) to ensure a seamless player experience.
- **LiveOps Support:** Monitored updates, patches, and live game performance, ensuring smooth rollouts and quick issue resolution.

QA ANALYST/LEAD - InMotion Austin, TX | June 2016 - May 2017

- **Agile & Scrum:** Participated in **sprint meetings, provided updates and reports on the health** of projects, and set and **met milestones.**

- **Mobile UX/UI Testing** for the HEB Mobile app to identify and resolve issues in design or functionality
- **Tested app communication** between external client hardware and the web version for the REEF Education project
- Traveled and met with the QA team at HEB Headquarters in San Antonio to **define the test plan, scope, and test cases** for our assigned areas of ownership.

QA ANALYST (CONTRACT) - Certain Affinity Austin, TX | September 2015 - April 2016

- The **feature lead and expert** for multiplayer mode Demons focusing on **functionality**, including **matchmaking, latency, and server stability**, and assisted with planning and set-up for internal **studio-wide playtests**.
- Focused on **gameplay parity**, specifically timing, with the original game on the remaster of Call of Duty: Modern Warfare.
- Demonstrated **exceptional attention to detail** in identifying and reporting bugs and potential exploits.

QA TESTER - KingsIsle Austin, TX | April 2014 - May 2015

- Tested Wizard101 and Pirate101, ensuring builds met quality standards for release and adhered to **child privacy and safety laws** and guidelines.
- Worked with automated testing tools and scripts; used **Lua to streamline repetitive testing processes** for character progression.
- Assisted developers in **debugging and reproducing** complex issues.
- Utilized test plans for regular **smoke and sanity testing** and made changes where needed

QA TESTER - Pole to Win Austin, TX | July 2013 - April 2014

- Conducted **manual testing** and developed expertise in assigned features and test areas.
- Used various **bug tracking** or organization tools like **Jira, Hansoft, and Trello** to document and prioritize issues.
- Provided QA and tech support for titles including GTA 6 Online, Tekken 6, Telltale's The Walking Dead, and Zumba: World Party console versions.

EDUCATION

Art Institute of Austin – 2009-2013
 Bachelor of Fine Arts, Media Arts and
 Animation

Stony Point High School – 2000-2003
 Texas Scholarship for Early Graduates
 3.9 GPA and President's List