

Ryan Hakius

Beaverton, OR | Phone on request | ryan.hakius@gmail.com | in/ryanhakius | ryanhaki.us

PROFESSIONAL SUMMARY

Senior Software Test Associate with nearly 5 years of experience driving acceptance, live-service, and functional QA across AAA console and PC titles. Employed by Experis Game Solutions and contracted to Amazon Games, operating with Software Test Engineer (STE) autonomy in test architecture, crash triage, and automation. Proven track record authoring 200+ comprehensive test cases, executing Python test automation for build smoke passes, investigating engine crash logs via Backtrace, and directing test teams during multi-title milestone submissions. Recipient of multiple peer and leadership awards for rapid process optimization and technical initiative.

CORE COMPETENCIES & TECHNICAL SKILLS

- **Testing Methodologies:** Milestone Acceptance Testing (MAT), Functional QA, Build Verification / Smoke Testing, Regression, Console Certification (Xbox/PlayStation), Live-Ops Defect Triage, Compliance & Accessibility
- **Tools & Defect Tracking:** Jira, TestRail, Confluence, Backtrace and Sentry Crash Reporting, Telemetry & Player Insights, Slack (Bot Integration & Canvas Workflows), Perforce, Git, Proprietary AIs
- **Scripting & Programming:** Python (Test Automation, Smoke Test Execution), Object-Oriented Scripting, C# (Foundational), Data Structures & Algorithms
- **Platforms & Software:** Windows, Xbox Series X/S Devkits, PlayStation 5 Devkits, Microsoft Office Suite (Excel, Outlook), Google Workspace
- **Collaboration & Leadership:** Cross-Functional Coordination, Peer Mentoring & Training, Technical Writing, Conflict Resolution, Stakeholder Communication, Task Delegation, Agile/Scrum Teamwork, Team Morale Building

PROFESSIONAL EXPERIENCE

Experis Game Solutions (Contracted to Amazon Games) | Beaverton / Portland, OR

Test Associate 3 (TA3) | *April 2025 – September 2026*

Projects: *Tomb Raider: Atlantis & Tomb Raider: Catalyst* (Crystal Dynamics / Amazon Games)

- Developed modular Python automation scripts to execute automated smoke tests on full-level playthroughs, accelerating build verification and reclaiming manual testing bandwidth for acceptance passes.
- Mentored and instructed QA team members on Python scripting fundamentals, facilitating a collaborative script repository adopted across multiple level-segment test passes.
- Designed, documented, and executed 200+ rigorous test cases across AI behavior, locomotion/movement mechanics, UI/UX flows, and core systems across two concurrent AAA titles.
- Stepped in as acting STE across ~10 Milestone Acceptance Testing (MAT) cycles; directed 3–7 testers, managed task delegation, tracked test coverage, triaged blocker bugs, and delivered end-of-day executive reports to stakeholders.
- Evaluated 16+ milestone submissions identifying 100–200 defects per cycle, delivering defect analysis and risk assessments that directly informed milestone Pass/Fail deliverable decisions.
- Engineered a real-time bug and milestone tracking workflow using Slack Canvases and custom bots, eliminating redundant database queries and accelerating issue visibility across the strike team.
- Authored standard Confluence technical documentation and training modules; onboarded 5 testers and trained incoming STEs on project-specific testing architecture.
- Awarded Tester of the Month (selected out of several hundred testers vendor-wide) for rapid technical analysis and proactive process implementation.

Test Associate 1 → Test Associate 2 (TA2) | December 2021 – April 2025

Projects: *New World & New World: Aeternum* (Amazon Games)

- Earned promotion to TA2 1.5 years ahead of standard timeline based on STE technical recommendation and defect reporting precision.
- Served as primary QA Subject Matter Expert for Backtrace crash reporting on the Live-Ops strike team; parsed player crash dumps, identified call-stack trends, and presented actionable diagnostic data directly to the Engine Team.
- Monitored live-service Telemetry and Player Insights alongside daily high-volume ticket queues (100s/day) to reproduce critical live-service issues and isolate game-breaking edge cases.
- Owned visual, audio, and functional QA sign-off for mounts, armor, character customizations, and premium microtransaction (MTX) assets, mitigating high-severity revenue-impacting defects prior to deployment.
- Selected as the sole cross-functional tester simultaneously supporting both the AAAX (Art, Achievements, Audio Experience) and UI/UX strike teams across major live updates (Brimstone Sands, Rise of the Angry Earth, Aeternum console launch).
- Validated functionality, unlock criteria, and UI tracking for 100+ in-game achievements and progression systems across major content cycles.
- Compiled a comprehensive multi-volume character customization QA reference compendium that was adopted across the entire testing organization.
- Trained and onboarded junior testers on defect reproduction, crash isolation, and reporting pipelines; received Bug of the Month and multiple Bug of the Week awards across a 200-person organization.

EDUCATION & PROJECTS

Rochester Institute of Technology (RIT) | Rochester, NY

Bachelor of Science in Game Design | Class of 2020

- **Relevant Coursework:** Problem Solving with Data Structures & Algorithms for Games, Game Development & Algorithmic Problem Solving, Interactive Media Development, Rich Media Web Application Development
- **Bakery Battle (Physical Prototype & Iteration):** Designed, balanced, and iterated a competitive 2–6 player card game through extensive blind playtesting passes, rulebook auditing, and physical print verification