

LYNDSAY PISTELLA

SENIOR QA PROFESSIONAL

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PROFESSIONAL SUMMARY

Adaptable QA leader with over 12 years of experience across PC, console, mobile, and VR. Skilled in building high-performing teams, streamlining test pipelines, and launching top-tier titles. Expertise in compliance, LiveOps, and external QA coordination. Strength in mentoring talent, fostering global collaboration, and driving quality in Agile environments—all with a focus on player experience and continuous growth and improvement.

TECHNICAL KNOWLEDGE

Tools & Systems

JIRA/Confluence, Trello, TestRail, TTP, Bugzilla, Azure DevOps, Hansoft, Jenkins, Perforce, Python, Appium, Aspera, Python, Unity, Team City, Visual Studio, Microsoft 365, Google Workspace, Slack, Teams, Discord

Platforms

PC: Steam, MSS, Epic, GoG
Sony: PS5/PS4, Vita, DevKit (SDK)
Microsoft: Xbox Series X, Xbox One, Kinect
Nintendo: Switch, WiiU,
Mobile: Android, iOS, Fire OS
VR: Oculus Rift, HTC Vive, Playstation VR

SKILLS & QUALIFICATIONS

- QA Strategy and Test Planning
- Test Case Design and Execution
- Agile/Scrum and Team Management
- QA Process Development
- LiveOps and Patch Support
- Build Validation and Submission Oversight
- Cross Team Communication and External QA Vendor Management
- Leadership, Mentorship and Training
- Compliance and Certification
- Exploratory Testing with strong Player Perspective
- LQA, Regression and Performance Testing
- Languages: SQL, JQL, Lua, Unity
- English: Native Fluent, Spanish: Level A2

WORK HISTORY

SENIOR QA ANALYST - Panic Button

Austin, TX | January 2021 - Present

- Led **compliance and certification** testing for AAA titles including *Starfield*, *Skyrim*, and *Fallout 4*, identifying and resolving TRC/XR issues early for reduced submission delays on average by 20%
- Acted as key liaison between QA teams, production and external developers, and coordinated **cross-team testing initiatives**
- Supported **all stages of the release pipeline** including build validation, DLC testing, and live QA
- Worked directly with development and production teams to create and maintain detailed test plans and suites including **automated testing**.

QA ANALYST III - Panic Button

Austin, TX | June 2019 - December 2020

- **Authored and executed comprehensive test cases** and contributed to test plan design for *Doom Eternal*, *Torchlight II*, and *Wolfenstein: Youngblood*.
- Conducted **extensive stability and performance testing for multiplayer**, as well as localization and compatibility testing across multiple console generations.
- **Partnered with remote teams to ensure consistency** in QA workflow across regions and time zones

QA MANAGER - Phaser Lock Interactive

Austin, TX | Feb 2018 - March 2019

- Built and led a new QA department, **overseeing hiring, training, and testing strategy** for *Final Assault* on VR platforms.
- Worked directly with founders to **align QA goals with studio milestones** and improve studio-wide quality metrics
- Led communication between devs and QA about changing design information, like regular balance tuning and updated features, to **ensure QA processes supported evolving game design**
- Hired and trained new QA members, implemented test strategies, and improved quality benchmarks.

QA ANALYST II (Contract) - EA: Red Crow Mobile

Austin, TX | April 2017 - November 2017

- Managed QA testing and LiveOps for *The Simpsons: Tapped Out*, including **build deployments via Jenkins/Perforce**.
- Coordinated with internal and external QA teams to maintain release quality across Android, iOS, and Fire OS platforms.
- **Adapted quickly** to changing project requirements and tight event deadlines in a fast-paced environment while **collaborating with a major studio and its highly protected IP** - Fox and The Simpsons.

LEAD QA ANALYST II - InMotion Software

Austin, TX | June 2016 - April 2017

- Led QA testing for mobile UX/UI projects including HEB's mobile app, with **Agile collaboration directly with stakeholders**.
- **Agile and Scrum**: Participated in sprint meetings, defined scope, authored test cases, set milestones and provided client-facing reports and updates.
- Tested **app communication** between external client hardware and the web version for the REEF Education project

QA ANALYST (Contract) - Certain Affinity

Austin, TX | September 2015 - April 2016

- Focused on **multiplayer parity, latency testing, and bug triage** on *Call of Duty: Modern Warfare Remastered*.
- **Organized studio-wide playtests** for *Doom* and ownership of Demon testing for multiplayer mode

QA TESTER (Contract) - KingsIsle

Austin, TX | April 2014 - May 2015

- Regularly used **Lua scripts and automation tools** to streamline testing for *Wizard101* and *Pirate101* MMOs while adhering to child-safety compliance.
- Verified **child-safety compliance for COPPA, profanity filters** for chat and internal guidelines for child protection.

QA TESTER (Contract) - Pole to Win

Austin, TX | July 2013 - April 2014

- Worked on titles like *GTA Online*, *Telltale's The Walking Dead*, and *Zumba: World Party* with Kinect and WiiU, focusing on **regression and end of production** testing.

EDUCATION

Bachelor of Media Arts & Animation

Art Institute of Austin | Austin, TX | June 2009 - June 2013

Focus on Game Art & Design | GPA: 3.9 | President's List

Highschool Diploma

Stony Point High School | Round Rock, TX | August 2000 - May 2003

Business Student of the Year: 2003 | GPA: 3.7 | Texas Scholarship for Early Graduates