

KRISTINA LUM

Game Design, UI/UX Design

Summary

I am very passionate about games and the development process. This led to me wanting to learn how to make my own which has also aided me in taking initiative on problem solving both in the workplace and in day to day life. By approaching a problem as a game, solutions are much easier to develop and communicate to others.

Skillsets

I primarily use Unity which employs C# for development and Unreal Engine for Level blocking creating my own low-poly models. I self taught myself Python by datamining games made using Ren'Py.

My quality assurance experience has helped me develop analytical skills when it comes to problem solving and presenting possible solutions. I learned to consider why it was happening, multiple root causes, and to check how far reaching the issue was. By having both a game design and QA background I am able to meet both ends of the development process at the halfway point which expanded my problem solving tool box.

Leadership

- When we were discussing switching over to using Unity Engine I took initiative to recreate the Choices UI in Unity to prepare for when Pixelberry would make the switch to Unity.
- I took initiative to create an interactive tutorial using Figma when I heard about the Releases Team being short on hands for the more variable heavy books and needed a way to quickly teach the set up process for testing.

Problem Solving

Thanks to my background in Quality Assurance, I've developed an eye for potential issues and learning game development helped in brainstorming solutions. When I encountered issues, my first instinct was to determine how far reaching the issue was by trying to reproduce it so I could narrow down the scope of the issue while generating a wide list of hypothetical root causes. Keeping the other end of production in constant contact as I work also aids in the ETA of compiling information and in the event if the time needed goes over what was expected.

Experience

PIXELBERRY STUDIOS, Los Altos, California, *QA Analyst*, 2018-2024 - Content DLC Team, Releases Team

My main responsibilities on the releases team was to ensure new chapters on the *Choices* app were ready for public release. This entailed playing through new chapters to ensure variables were playing out as intended and A/B testing for special promotions targeting specific players.

MZ, Las Vegas, Nevada, *QA Tester*, 2017-2018, Backdoor Quality Assurance

I primarily performed backdoor testing for *Final Fantasy XV: A New Empire* where I was in an invisible live environment alongside live players to test new game features and regression tests to ensure fixes applied to earlier versions of the game after an update.

VMC (at OCULUS), Menlo Park, California, *QA Tester*, 2016-2017, VR Headset testing

I tested the Gear VR headset which was created for Samsung phones. The main tasks were to stress test the native features, ensure that the social features were functioning as intended, and testing installation of applications and games.

DISNEY INTERACTIVE, San Francisco, California, *QA Tester*, 2016, Localization Testing

My main responsibilities were to test *DisneyLife* (now *Disney+*) on multiple platforms, ensure the text met the US localization guidelines, and stress testing the bandwidth by running multiple instances of the application all at once.

PENNYPOP, San Francisco, California, *Contract QA Tester*, 2016

Responsibilities included bug discovery and isolating device specific bugs, and learning the basics of bug reporting and team communication.

Collaborative Projects

During my time at San Jose State I participated in Game Jams where I and a group of people had to create a game in a 24 hour period. The games I was part of were called *MadCow* and *4Sides*, where I helped draft the initial concept of the games and designed the monsters.

In 2014, I was part of the open beta for *The Elder Scrolls Online* where I discovered a bug that prevented a quest from being marked as complete resulting in a door not opening. After asking the other players if the same was occurring to them I reported the bug, and it was shortly resolved.

Education

ACADEMY OF ARTS UNIVERSITY, San Francisco, California, *M.A, Game Development*, 2024

SAN JOSE STATE UNIVERSITY, San Jose, California, *B.A., Design Studies*, 2015