

David T Doane

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Profile

Producer with a strong international background in games and software development. Earned a degree in Interactive Games Design and have worked in start-up and mature companies around the world. This includes production for the indie game *Astroloco: Worst Contact*, released on Steam.

Skills

- Manual testing and Customer UAT
- Creating and documenting tests
- Maintenance of process compliance
- Scrum and Agile project management
- Communication with customers and clients
- Advanced MS Office (Word, Excel, PP)
- Advanced experience with PPM tools
- Experience working with globally distributed teams
- Milestone and development scheduling

Experience

QA & Support Consultant at Polarisoft (US)

Feb 2017 - Nov 2019

- North American service desk manager
- Incident and change ticket tracking for multiple clients
- Personally complete an average of 350 service tickets per month, roughly 85% of service tickets
- Executing fast tracked changes to production system
- Daily email, phone and Skype contact with client resources as needed
- On-site support trips to client offices for customer training and product demos
- Built software testing library from the ground up
- Regularly perform manual front-end tests for new systems
- Provides testing feedback on user journeys
- Editing of How-To library for new product features
- Travelling as requested both domestically and internationally

Exam Proctor at West Coast University/Ultimate Staffing (US)

Sep 2015 - Feb 2017

- Classroom monitoring and management
- Basic computer repair
- Administering online exams
- Administering paper exams
- Management of exam materials
- Handling of confidential information

Jury Hub Assistant & System Tester at IndieCade (US)

Jun 2015 - Feb 2016

- Organized and managed multi-play judging sessions
- Managed a weekly check-list of reviews to be done
- Coordinated and provided technical support for the reviewing of 70+ games
- Assisted with software testing of the new online jury system
- Volunteered at IndieCade stand for E3; setup, demoing games and tear down

Project Management Office Analyst at Polarisoft (UK)**Aug 2013 - Feb 2015**

- Incident and change ticket tracking for multiple clients
- Maintained high level timesheet and status report compliance
- Weekly site visits to client offices for in-person support
- Regular data quality review of projects and requests
- Interim project support office with responsibilities including maintaining project tracking and review processes and reports on site for client
- Leading training sessions/workshops for new users
- Training new employees at Polarisoft

Producer & Founder at Hungry Planet Games Ltd (UK)**Jul 2012 - Jul 2014**

- Lead producer for [Astroloco: Worst Contact](#)
- Planned game development from start to release
- Handled press release and relations for release
- Sourced voice actors for 1400 lines of dialog
- Sourced musicians for 27 different soundtracks
- Performed all testing of gameplay
- Represented company at Adventure X panel discussions
- Represented company at Silicon Milkroundabout Recruitment fair
- Runner-up for the Aggie Award – Best Comedy Writing 2013
- *“Where this game really shines is in the sense of humour that permeates the entire story [...] a great experience overall”* 4/5 – Adventure Gamers

Production Assistant at GKxIM (Singapore)**Apr 2011 - Sep 2011**

- Manager for global development team and freelancers
- Pitching ideas for potential clients
- Review and editing of briefs from clients
- Redesigned games based on original brief provided by client
- Coordinated art development with globally distributed art team
- Review and testing of games in development
- Sourced freelancers around the global for additional art
- Successfully created and delivered eight advert games for OgilvyOne India’s rebranding campaign of VAT69 whiskey

Marketing & Sales Intern at Skydoor (Thailand)**Nov 2010 - Mar 2011**

- Conducted multiple market research projects
- Wrote the executive summary of Skydoor’s commercial business plan
- Front-end testing of software in development
- Counselling the CEO regarding potential entry into new markets
- Assisted in refocusing the company towards media and advertising applications

Education

University of Gloucestershire – Interactive Games Design BSc 2008-2012 in Cheltenham, UK

- Second class honors degree
- IET Technical innovation award for final year project
- Dissertation on the Social Media Branding of Indie Game Studios