Harry Kashouli

Experienced in Video Games for Quality Assurance/Technical Compliance/Production

in

44 years old
- Driving License
- Suisun City (94585)
United States
(California)

✉ hkashouli@gmail.com

I am a proactive individual with a great passion for video games, and a desire to ensure quality for fellow players. I have demonstrated leadership skills throughout my career and developed technical skills on multiple platforms. I continually strive to learn more and communicate that knowledge to those that it would benefit. My long-term goal is to continue to enhance my skill set, so that I can assist and lead all future projects to success.

EXPERIENCES

Technical Producer, Central Tech

Wizards of the Coast - September 2023 to June 2024 - Full-time - Suisun City (Remote) - United States - California

‣ Titles: Magic The Gathering: Arena, unannounced R&D projects

‣ Technical Producer for the Online Game Services team; backend support for all games and projects.

‣ Managed work with a co-dev studio on AI projects for games and internal teams, using Google GenAI. Delivered three projects: MtG assistant, codegen tool, and analytics assistant.

‣ Created an initiative for the team to focus on following technical, legal & platform guidelines.

‣ Managed the successful addition of new parental consent and age verification tools for our games.

‣ Led intake processes for games to use our centralised tools for analytics, social, and login services.

Producer

Sanzaru at Meta VR Studios - June 2020 to November 2022 - Full-time - Suisun City (Remote) - United States - California

‣ Titles: Asgard's Wrath 2, unannounced R&D projects

‣ Producer for Engineering, Design, and UI teams.

‣ Ensured that project deliverables were timely for our various internal and external milestones. I planned all work for my teams, creating pipeline processes for seamless integrations and handoffs.

‣ Assisted as Jira admin for the studio, and taught its usage to our teams. Weekly reports given to team leads to monitor tasks.

Producer, Analytics

2K - February 2019 to February 2020 - Full-time - Novato - United States - California

‣ Titles: Borderlands 3, NBA 2K, WWE 2K, unannounced R&D projects

‣ Producer for the Analytics team for all 2K games and projects.

‣ Responsible for ensuring that our five sub-teams were on target with tasks, and stakeholder expectations were set and met. Our team was split into Data Engineering, Data Science, Reporting, Mobile, and Monetization.

‣ Weekly and monthly analytics reports delivered to studio leadership, indicating player and revenue trends.

EDUCATION

BSc (Hons)

ROYAL HOLLOWAY, UNIVERSITY OF LONDON
September 2001 to July 2005

Physics
Dissertation in Kaluza-Klein theory

SKILLS

Production

‣ Experienced with managing teams of multiple disciplines

‣ Analytical and data-driven decision making

‣ Problem solver

Technical Compliance

‣ Xbox One, Xbox 360 development kits / XDK

‣ PS4, PS3, PS2, Vita and PSP development kits and their relevant SDK tools

‣ Nintendo Wii U/Wii devkits/SDKs

‣ PC (Games for Windows, Facebook)

‣ Android, iOS guideline experience

QA Tools

‣ TechExcel DevTest / DevTrack

‣ Bugzilla

‣ Canonical (Ubuntu) Launchpad

‣ Mantis

‣ Atlassian Jira/Confluence

‣ Perforce

Computer skills

‣ Microsoft Office (Word, Excel, PowerPoint, Project, Visio, Outlook)

‣ Microsoft SharePoint

‣ C++ / Java basic skills

‣ Basic 3D software skills (Maya, Blender, XSI)

‣ Proficient in building computers and administering them

‣ Skilled in using Windows, Linux and macOS

Producer, Live Ops & Release Management

Riot Games - September 2017 to October 2018 - Full-time - Los Angeles - United States - California

- Titles: League of Legends, Legends of Runeterra, Valorant, unannounced R&D projects
- Responsible for ensuring that global live services for all our products were up, aiming for 99% uptime.
- Live Ops Producer for European/Russian/Turkish servers of League of Legends. Interacted with regional managers and engineering teams, identifying potential issues through data trends and planned changes.
- Focused on R&D projects, leading the efforts required to launch games (age ratings, first party submissions, regional rules).
- Assisted with the adoption of GDPR, so that Riot was compliant with the EU's new data privacy regulations.
- Lead incident triages, engaging the correct teams, updating stakeholders, and confirming SLAs.
- Data analyst and Jira/Confluence admin for my team, providing regular updates to the entire company.

Associate Producer

Ubisoft - September 2014 to August 2017 - Full-time - San Francisco - United States - California

- Titles: South Park: The Fractured But Whole, Tetris Ultimate, Toy Soldiers: War Chest
- Publishing Producer for QA & contract deliverables of third-party development studios.
- Release and Submissions Manager for Xbox, PlayStation, and Steam.
- Managed Engineering teams for gameplay features and game engines.
- Managed licenced IPs as a first- and third-party producer.
- Jira admin for all the projects for the studio.
- Managed the studio's Development QA team, ensuring corporation with global QA directives.
- Liaison for stage gate assessment teams: Compliance, Network, first-party and Ubisoft guidelines.

QA Lead

Reflections, a Ubisoft Studio - June 2013 to September 2014 - Full-time - Newcastle upon Tyne - United Kingdom

- Titles: Just Dance 2014 & 2015
- Acting QA Manager for Just Dance. Began with the Xbox 360 and Xbox One platforms, including SmartGlass integration; promoted to manage next-gen Xbox One and PS4. Partially responsible for all remaining platforms for our title (PS3, Wii & Wii U), working with other global studios.
- Transitioned my teams from waterfall to agile, initially within QA and then for the entire project.
- Collaborated daily with external QA & development teams, located in Romania and India.
- Jira admin for our studio; responsible for creating/updating all team/discipline dashboards.
- Monitored code check-ins in Perforce, and took appropriate actions.

Senior Compliance Analyst (II), QA

Electronic Arts - December 2009 to December 2012 - Full-time - Redwood Shores - United States - California

- Titles: Dead Space 2 & 3
- Scrum Master for QA & Engineering.
- Responsible for organising compliance testing & submissions for all platforms.

Languages

- English (fluent)
- Greek (fluent)

INTERESTS

Other

- Technical Compliance
- Technology
- Video Games
- Writing (Currently working on a fantasy novel)

- Actively kept up to date regarding all compliance areas (Sony, Nintendo, Microsoft, and PC).
- Admin for DevTest/DevTrack.
- Assisted with the training of our new outsourced test teams in Argentina, Romania, and the USA.
- Checked products for legal requirements (age ratings, regional rules).
- Part of EA's Worldwide Compliance Initiative, focused on keeping every Compliance team up to date.
- Received a global EA award for Being Accountable.

Senior Compliance Specialist, Xbox

Electronic Arts - August 2008 to November 2009 - Full-time - Redwood Shores - United States - California

- Moved to the USA to assist with the training of our newly formed North American team.
- Responsible for carrying out compliance tests & submissions for the Xbox 360 platform, for all NA-published titles, including licensed IPs such as Lord of the Rings, Simpsons, and Hasbro titles.
- Actively kept up to date regarding all compliance platforms (Sony, Nintendo, Microsoft, and PC).
- Administered DevTest/DevTrack for the company.
- Communicated heavily with development studios, keeping them current with first party updates.
- Completely rearranged how the network was set up for our online testing, and received an EA award.

Compliance Specialist, PlayStation

Electronic Arts - June 2007 to August 2008 - Full-time - Madrid - Spain

- Responsible for carrying out compliance tests on Sony platforms, mainly PS3 and PSP.
- Administered DevTest/DevTrack for my team.
- Created and led a group that was responsible for all development software/hardware updates; actively maintained an internal site for all studios with documentation for all platforms.
- Worked heavily with the newly formed localisation team in Madrid, training them in compliance.

Senior Functional Tester, European Certification

Electronic Arts - May 2006 to June 2007 - Full-time - Chertsey - United Kingdom

- Responsible for training teams for submission of software titles to first parties.
- Assisted the department in IT situations, such as updating/maintaining test computers.
- Stayed up to date with first party platforms & their related development tools.

Functional Tester, European Certification

Electronic Arts - July 2005 to May 2006 - Part-time - Chertsey - United Kingdom

- Responsible for discovering and reporting issues in all EU-published software titles.
- Demonstrated teamwork and leadership abilities.

Bar Supervisor (Weekend role)

Harlequins Rugby League - September 2001 to December 2003 - Temporary Work - Twickenham - United Kingdom

- Managed a team of four staff across three different bars, allocating tasks and serving customers
- Demonstrated excellent team management and leadership skills, ensuring the utmost quality of service was provided
- Frequently selected for important business functions

Computer Systems Technician and Receptionist

Roman and Melina Hotels - June 2003 to September 2003 - Part-time - Paphos - Cyprus

- Implemented the migration of all data to a new software and hardware package
- Successfully learned and subsequently taught hotel staff usage of the new "Protel" software, working within strict time constraints
- Made responsible for a smooth and seamless transition during the busiest part of the tourist season

Data Collection and Entry Analyst

CYTA - June 2003 to September 2003 - Part-time - Paphos - Cyprus

- Assisted with the ISO 9001:2000 certification of the company
- Responsible for collecting data regarding electricity consumption addresses in the District of Paphos
- Developed people skills by gathering data during meetings with members of the local councils
- Involved in data processing within the accounts department

Data Collection and Entry Analyst

CYTA - June 2002 to September 2002 - Part-time - Paphos - Cyprus

- Responsible for collecting data regarding electricity consumption addresses in the District of Paphos
- Developed people skills by gathering data during meetings with members of the local councils
- Involved in data processing within the accounts department

Second Lieutenant Mortar Specialist

Cyprus National Guard - June 1999 to September 2001 - Nicosia - Cyprus

- Responsible for platoons at three battalions
- In charge of military education throughout two years, including the training of new recruits
- Demonstrated effective leadership over others whilst simultaneously obeying commands from higher ranks