Harry Kashouli

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

in LinkedIn

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.

43 years old
Driving License
📍 Suisun City (94585) United States (California)

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EXPERIENCES

Technical Producer

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 on the Google Cloud Platform
- Led an initiative for the team to focus on following technical, legal & platform guidelines

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
- Assisted as Jira admin for the studio, and taught its usage to our teams; the studio was using Jira for the first time, for our recent projects

Producer

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

- Titles: All 2K developed/published titles, unannounced R&D projects
- Producer for the Analytics team
- 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
- My team did not use project/task tracking before I joined, so I added this, starting with Jira

Producer

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

- Titles: League of Legends, unannounced R&D projects
- Responsible for ensuring that global live services for all our products were up and running, aiming for 99% uptime
- Live Producer for European/Russian/Turkish servers of League of Legends. My main role was to interact with regional managers and our engineering teams, to ensure the correct operation of the game for our players, identifying potential issues through data trends and planned changes
- 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, and updating stakeholders. As incident commander, my role was also to confirm SLAs were observed between our teams
- Heavily engaged with our NOC (Network Operations Centre), monitoring service metrics
- Data analyst and Jira/Confluence admin for my team, providing regular updates to the entire company
- Focused on R&D projects, leading the efforts required to launch games (age ratings, first party submissions, etc.)

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
- Initially assigned to oversee QA and feature planning, then additionally handled submissions for PS4, XB1

- Moved on to first party production, with focus on assisting the main production team in all areas related to the game development process, primarily with our internal and external QA teams, and engineering
- Admin for Jira for the entire studio, assisting all projects with dashboard/filter creation, etc.
- Worked on documentation for game features, and updating stakeholders at all stage gates
- Managing the Development QA team in the studio; also managed Ubisoft QA teams around the globe
- Liaison for the various stage gate assessment teams: Compliance, Network, first party and Ubisoft guidelines, etc. My role was to ensure that our development team understood which guidelines they needed to follow, and offer suggestions to accomplish this on time with our project stages
- Managed licenced IP as a first- and third-party producer
- Admin for handling all first party consoles for updates, maintenance, and usage feedback to the studio teams

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 at Ubisoft Reflections. Main responsibilities started for the Xbox 360 and Xbox One platforms, including SmartGlass integration; shifted for the next-gen Xbox One and PS4. Partially responsible for all remaining platforms for our title (PS3, Wii & Wii U), working with other studios
- Utilised agile methodologies to improve product testing & team communications. We transitioned from waterfall to agile (initially within QA), which went into full effect for our entire project, worldwide
- Collaborated with external QA & development teams in Romania and India, daily
- Contributed to the team's knowledge database by bringing in years of prior QA leadership & testing experience
- Admin for Jira for our studio; responsible for creating/updating the various team/discipline dashboards
- Heavily worked with my Production/Development teams daily to ensure that testing was held to high expectations
- Ensured that my team and I 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
- Started the use of Agile methodologies in my teams, to improve results and communications, specifically Scrum
- Responsible for organising compliance testing on all platforms
- Actively kept up to date regarding all compliance areas (Sony, Nintendo, Microsoft, and PC)
- Assisted with admin duties for DevTest/DevTrack
- Assisted with the training of our new outsourced test teams in Argentina, Romania, and the USA
- Responsible for ensuring that products were checked for legal requirements (ESRB, PEGI, etc.)
- Responsible for completing all the guideline documentation for submission to EA Certification.
- Assisted with the Worldwide Compliance Initiative, focusing on keeping every Compliance team up to date
- Received a global EA award for Being Accountable

Senior Compliance Specialist for Microsoft, Certification

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 on the Xbox 360 platform; knowledgeable in the respective development hardware/software; updated compliance glossaries and performed guideline reviews on titles
- Actively kept up to date regarding all compliance areas (Sony, Nintendo, Microsoft, and PC)
- Administered DevTest/DevTrack
- 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 for Sony Certification

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

- Responsible for carrying out compliance tests on Sony platforms, mainly PS3 and PSP
- Actively kept up to date regarding all compliance areas (Sony, Nintendo, Microsoft, and PC)
- Administered DevTest/DevTrack
- Created and led a group that was responsible for all development software/hardware updates; actively maintained a SharePoint site that was continually updated; created 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 managing and carrying out training, for submission of software titles to first party
- Assisted the department in IT situations, such as updating/maintaining test computers
- Continually kept up to date regarding all Microsoft related platforms (PC, Xbox, Xbox 360)
- Self-taught the use of SDKs for Sony PS3 and Nintendo Wii

Functional Tester, European Certification

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

- Responsible for discovering and reporting issues in software titles
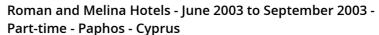- Demonstrated teamwork and leadership abilities

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

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
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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

Languages

- English (fluent)
- Greek (fluent)

INTERESTS

Other

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