

JACK P. OAKLEY

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SUMMARY

Game programmer with a background in quality assurance, web hosting, customer support, and tutoring.

- Analytical Skills
- Project Management
- Team Leadership
- Troubleshooting
- Database Management
- Trainer/Tutor
- Adaptability
- Excellent Communication Skills
- Customer Service

Programming/Scripting Languages Used, in order of familiarity: C#, Python, Java, C++, Scheme, HTML, TI-Basic, JavaScript, Assembly (MIPS), MATLAB, Prolog, Assembly (PIC16f1708), PHP, Visual Basic, CSS, VHDL, XML, SQL, ActionScript 2.0

Software Used: Visual Studio, Notepad++, jGrasp, Dr. Racket, PyCharm, Android Studio, Unity 2018, SteamVR, Unreal Tournament 3, Microsoft Office (2003, 2007, 365), Open Office, Libre Office, Filezilla, GitHub, Tortoise SVN, Filemaker Pro, JIRA, Confluence, phpMyAdmin, MySQL, Discord, Skype, Slack, Mumble, Ventrilo, WhatsApp, Zoom

PROFESSIONAL EXPERIENCE

UNIVERSITY OF CENTRAL FLORIDA, Orlando, FL **2020-Current**
UCF works actively to build partnerships that promote the development of central Florida's economy through carefully targeted programs of graduate study and research.

Hourly Graduate Student Contract: DARPA OFFSET Project

Design and implement drone tactics and features of OFFSET program for DARPA contract.

- Designed and implemented new drone tactics via Python.
- Debugged various issues from previous project implementations.
- Designed features for virtual reality implementation of project in Unity via C#.

LEARNING ENHANCEMENT CENTER AT MCC, Mesa, AZ **2015-2018**
Providing free tutoring in most academic subjects and providing other services to support learning and teaching college-wide.

Computer Science and Math Tutor

Tutored students in all areas of Mesa Community College's course-offered computer science material, programming languages, mathematics, and assisted students with problem solving and debugging errors.

- First drop-in computer science tutor at MCC.
- Created tutoring techniques for tutoring computer science and math.
- Developed and presented training materials to new computer science tutors to help make more effective tutoring sessions.
- Designed tutoring handouts that students can use for reference when the computer science tutors are not in the center or are busy with another student.
- Earned CRLA Master Level Certification.

EDURANCE INTERNATIONAL GROUP, Tempe, Arizona**2012-2013***The largest cloud-based provider of web presence solutions to small and medium sized businesses.***Technical Support Engineer Tier 1** (2012-2013)

Troubleshoot customer technical issues, provided accurate technical solutions in an effort to resolve each issue upon the first call, and educated customers on products and services to encourage customers to renew or purchase products and services that they needed.

- Advised and educated colleagues about our tools, products, and services.
- Helped, educated, and diffused many disgruntled customers in such a way that the company retained their business.

QUEST ONLINE, LLC, Phoenix, Arizona**2010-2012***Video game developer built from the ground-up, specializing in massively multiplayer online games.***Quality Assurance (QA) Organizer/Customer Support Rep** (2011-2012)

Manage testing documents that focus on finding bugs in Alganon, a massively multiplayer online game similar to World of Warcraft, and report the bugs to developers in an organized fashion to better assure the quality of the final product.

- Created new organizational methods and tools for tracking bugs which led to releasing higher quality system patches.
- Reorganized and better formulated QA testing documents that optimized testing.
- Suggested new tools to assist in QA and Game Master (GM) work.
- Suggested innovative design concepts that were implemented into Alganon.

Quality Assurance Analyst (2010-2011)

Tested Alganon and reported found bugs to assure the quality of the final product.

- Promoted to QA Organizer and took on the Customer Support Game Master (CSGM) position.
- Successfully confirmed thousands of player-reported bugs, completely eliminating company backlog.
- Identified rare issues and created work instructions to aid in correctly addressing the issues.
- Contributed significant time to ensure testing procedures were complete and accurate during critical patch-release periods to meet necessary deadlines for team success.

D3PUBLISHER OF AMERICA, INC., Tempe, Arizona**2006-2009***Multi-award winning video game publisher targeting children and family entertainment across next generation consoles.***Quality Assurance Senior Tester** (2008-2009)

Managed a database and a team focused on finding bugs in games. Reported bugs to developers in order to assure the quality of the final product.

- Managed a project team, passing First Party submission on first attempt, which saved the company thousands of dollars.
- Led multiple teams of various sizes up to nine people.
- Trained up to five newly-hired employees simultaneously multiple times.
- Created an organized list of in-game entities that increased efficiency by helping the team remain consistent in naming objects and labeling them appropriately.

Quality Assurance Tester (2006-2008)

Tested and reported bugs found in video games to assure the quality of the final product.

- Promoted to Senior Tester position.
- Mentored two employees that were later promoted.
- Originated idea to partition game areas into sub-areas to improve efficiency in pinpointing bug locations.
- Traced bugs that occurred randomly and successfully identified the unique steps required to reproduce them at 100% occurrence.

BRADSHAW MOUNTAIN DIAGNOSTICS LABORATORIES, Prescott, AZ**2002-2005**

Providing the highest level of laboratory services to Yavapai County since 1981.

Billing Clerk

Filed paperwork, performed all tasks with incoming and outgoing mail, and assisted all other departments when needed.

- Developed the idea of getting a machine to fold, stuff, and seal envelopes that is faster and more efficient than people, allowing for more dedication to other tasks.

EDUCATION

Master of Science – Computer Science
University of Central Florida, Orlando, FL

Bachelor of Arts – Game Design
Collins College, Tempe, AZ

Associate in Science with High Distinction
(Classes include Honors Object-Oriented Programming)
Arizona General Education Credit with Distinction
Mesa Community College, Mesa, AZ

AWARDS AND CERTIFICATIONS

Eagle Scout
Phi Theta Kappa Honor Society Alumni
CRLA Master Level Certification
CITI: Human Subjects Research (Group 2) Certification