

Laura LaBillois



QUALITY ASSURANCE & NARRATIVE ANALYST

MAINFRAME INDUSTRIES | 2023-PRESENT [Senior QA Specialist]

- Serves as QA liaison between internal teams and external partners.
- Collaborates with development teams and fellow testers.
- Creates and maintains comprehensive test plans for character, audio and visual assets.
- Took initiatives in audio editing, which led to professional voice acting roles in game and marketing content.
- Supported live-ops testing and studio playtests for ongoing game updates.

CCP GAMES | 2021-2023 [Quality Assurance Specialist]

- Integral member of the A&G team, merged assets/changelists and verified visual integrity within client builds.
- Collaborated with external testers and designed test strategies under tight deadlines.
- Maintained private and public test servers using Perforce, Jira, Jenkins, TeamCity, and Confluence.
- Organized a few morale boosting events/activities for the team during a sustained absence of QA leadership.

LUDIA INC | 2019 - 2021 [QA Associate Analyst]

- Specialized in geo-location and dating simulation mobile game testing.
- Created, executed, and updated test plans throughout multiple testing phases.
- Successfully adapted to remote work during COVID while maintaining productivity and professionalism.
- Assigned to the narrative team and proofread content with branching narratives on a monthly basis.

COMPULSION GAMES | 2018 - 2019 [Senior QA Analyst]

- Supported successful release of main title and three DLCs.
- Created design and narrative documentation for external vendors.
- Performed customer service via email and forum management.
- Received meaningful firsthand experience of what it means to be embedded QA.

WB GAMES MONTREAL INC | 2012 - 2018 [QA Analyst]

- Co-managed testing team of 10+ testers and organized multiplayer testing sessions.
- Created comprehensive documentation and wrote End-of-Day reports for upper management daily.
- Vetted issues in Jira with detailed tracking and follow-up.
- Ensured strict compliance with feature deadlines.
- Hosted/organized online testing sessions.

KEYWORDS STUDIOS (prev. BABEL MEDIA) | 2011 - 2012 [Games Tester]

- Developed a fundamental understanding of QA methodology and industry best practices.