

Jordan Schilling

Quality Analyst, DevOps Engineer, Software Developer

5+ years ensuring world-class product quality through cross-functional QA, automation development, and CI/CD pipeline management across EA and Blizzard.

PROFESSIONAL EXPERIENCE

Senior Quality Analyst – Madden 25/26

Nov 2024 - Present

Electronic Arts

- Executing ~150 telemetry and server-oriented criteria tests per sprint.
- Increased testing efficiency and scope by implementing bots during squads matchmaking.
- Testing Cloud Amazon Luna integration with Madden 26.
- Consolidated data utilizing an LLM with N8N, resolving discrepancies and auditing exit criteria.
- Designed Power BI reports to track quality metrics, KPIs, and SLAs, while also maintaining dynamically assigned Jira dashboards

QA Server Engineering – World of Warcraft

Nov 2021 - Nov 2024

Blizzard - Microsoft

- Boosting build verification efficiency by 40% by spearheading a Python-based automation platform.
- Overlooking Lionbridge and PTW vendors, building test suites, reporting to stakeholders' test results and risks, and performing regression testing.
- Managed Jenkins deployments for various test servers (QA, Alpha/Beta/PTR) and Live Support.
- Proactively recommending process and system improvements to mitigate recurring issues across client-server integrations.
- Cloud platform integration with World of Warcraft for GeForce Now and Boosteroid.
- Led testing on PC and Mobile for rollovers, UI improvements, database refactoring, and exceptions handling.

Quality Analyst II – Madden 21/22

Jul 2020 - Jul 2021

Electronic Arts

- Created and executed test plans for live content by partnering with game designers.
- Conducted feature testing within gameplay, technical art, and marketplace on Xbox, PlayStation, and PC.
- Tracking monthly escape defects and summarizing release readiness for The Yard (Madden 21 Feature).
- Using SQL queries to compare results to design specifications.

EDUCATION

Master of Science, Software Engineering - DevOps

Expected May 2026

Western Governors University

- Focused in automation, cloud, CI/CD, software architecture, and agile methodologies.

Bachelor of Science, Music Production

Aug 2018

Full Sail University

- Covered topics such as sound design with a focus in video game audio development.

International Baccalaureate Diploma

May 2015

Yokohama International School in Japan

SKILLS

Certifications: ISTQB Foundations I Certified Scrum Master I PMP

Languages: Python, SQL, Linux./Shell, Git

DevOps/Automation: Jenkins, Grafana, Git, Docker, AWS, N8N, Selenium

Other: Atlassian Suite, PowerBI, Testrail, Figma, Ishikawa, Office 365

WEBSITES



<https://www.linkedin.com/in/jordanschilling12>



<https://github.com/jschilling12>



<https://www.jordan-schilling.com/>

CONTACT



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Orlando, FL

HOBBIES

- Family
- Football
- Music
- Video Games

LANGUAGES

- English Native
- Japanese Limited proficiency