

Christopher La Croix

Orlando, FL

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SUMMARY

Games QA professional and credited AAA shipped-title contributor. QV Pod Lead at EA Tiburon, owning quality scope for a cross-discipline pod and serving as the single point of contact between the pod and project leadership. Credited on Madden NFL 26, including platform validation and first-party certification support for the Nintendo Switch 2 launch. Author test plans and test cases in JIRA and Confluence, define expected behavior with developers before implementation, and drive features to milestone readiness across engineering, design, art, and production. Working knowledge of Frostbite and Unreal Engine.

SHIPPED TITLES

Madden NFL 26 - Electronic Arts, EA Tiburon (2025). Credited. QV for the Presentation feature area through production and ship; first-party certification support for the Nintendo Switch 2 launch.

Unannounced AAA Title - Electronic Arts, EA Tiburon (in production). QV Pod Lead.

EXPERIENCE

Senior QV Tester and QV Pod Lead

Electronic Arts, EA Tiburon - Orlando, FL - March 2025 to Present

- Own quality scope for a cross-discipline pod of engineers, designers, artists, and producers, acting as the single point of contact between the pod and project leadership.
- Author and maintain test plans, test cases, and test stories in JIRA and Confluence, defining entry and exit criteria and building reusable coverage across the feature lifecycle.
- Define expected behavior with developers before implementation, review features against design intent, and identify risk areas ahead of sprint deliverables.
- Run functional, regression, smoke, and sanity passes across builds; log and triage defects with clear reproduction steps and severity; escalate blocking issues to resolution ahead of milestone dates.
- Provided platform validation and first-party certification support for the Nintendo Switch 2 launch of Madden NFL 26, covering submission requirements and release readiness.
- Review in-engine assets in Frostbite, applying working knowledge of Maya and Substance Painter to evaluate models, props, and visual systems against the intended quality bar.
- Facilitate standups and represent the pod in sprint reviews and milestone meetings, tracking action items to closure. Contribute to QA process improvement across Agile and Waterfall.

IMT Technical Technician

Full Sail University - Winter Park, FL - 2024 to 2025

- First point of contact for faculty and staff, triaging incoming technical requests and routing them across help desk, networking, and cybersecurity teams.
- Documented each issue with reproduction detail and environment context before handoff, managing ticket queues through Salesforce and Zendesk across a multi-campus environment.

Consultation Agent and Advanced Repair Agent

Geek Squad, Best Buy - Orlando, FL - 2021 to 2025

- Diagnosed and resolved hardware and software issues across macOS and Windows in a high-volume environment, isolating root cause across operating systems and hardware configurations.

SKILLS

QA: Test plan authoring, test case design, reusable coverage, entry and exit criteria, functional, regression, smoke, and sanity testing, defect reporting and triage, reproduction steps, severity assessment, root cause isolation, certification and submission support, release readiness.

Quality Design: Feature coverage strategy, expected-behavior definition, design intent review, risk identification, in-engine review.

Production: Milestone readiness, sprint planning, standups, sprint reviews, retrospectives, action item tracking, cross-discipline communication, stakeholder reporting, Agile, Scrum, Waterfall.

Tools: JIRA, Confluence, Power BI, Miro, Microsoft Excel, Microsoft PowerPoint, Salesforce, Zendesk.

Engines and Platforms: Frostbite, Unreal Engine, PlayStation SDK, Xbox GDK, Nintendo Switch SDK, Maya, Substance Painter.

Languages: English (native), French Creole (native), French (conversational).

EDUCATION

Full Sail University, Winter Park, FL. Bachelor of Science, Entertainment Business (in progress).