

Contact

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www.linkedin.com/in/tony-mccall-237533109 (LinkedIn)

Top Skills

Entrepreneurship
Business Operations
Blender

Languages

Japanese (Elementary)
English (Native or Bilingual)

Certifications

Six Sigma Foundations
Confluence Fundamentals Badge
Certified Tester, Foundation Level
Jira Fundamentals Badge
Intro to JQL in Jira Software Badge

Honors-Awards

President's List
Dean's List

Tony McCall

Quality Analyst at Blizzard Entertainment
San Marcos, Texas, United States

Summary

I am a highly organized and inquisitive professional with a keen attention to detail and the ability to manage multiple tasks simultaneously. My skill set allows me to thrive in challenging and time-sensitive environments.

With over 16 years of experience in retail, hospitality, logistics, and technology, I draw on a diverse background to provide exceptional value and a unique perspective to my teams. This varied experience equips me with a well-rounded understanding of different industries, enabling me to adapt effectively to a range of challenges.

Experience

Blizzard Entertainment

4 years 5 months

Quality Analyst

September 2024 - Present (1 year 5 months)

Austin, Texas Metropolitan Area

Responsible for overseeing several features as a Quality Assurance Subject Matter Expert (SME) on the Diablo IV World Design team. In this role, I collaborate closely with development stakeholders to ensure features are thoroughly documented, have effective test coverage, and reflect Blizzard's dedication to quality (Blizzard Polish).

- **Test Planning and Execution:** Develop comprehensive test plans and create detailed test suites in TestRail, ensuring rigorous testing and validation of game features to meet Blizzard's standards of excellence.

- **Collaboration and Oversight:** Partner with outsource testing teams, overseeing test execution and providing expert guidance as the designated SME. In my role, I strive to foster strong communication and collaboration between internal teams and external testers to facilitate alignment on quality goals and expectations.

- Documentation and Test Coverage: Support live service development by ensuring comprehensive documentation in Confluence for responsible features, including feature scope, changes over time, and all necessary testing documentation.

- Tool and Software Utilization: Utilize industry-standard software such as Jira, Confluence, and TestRail, as well as proprietary development tools, including game engines and databases, to streamline the QA process and effectively support the development pipeline.

Associate Quality Analyst

September 2021 - September 2024 (3 years 1 month)

Austin, Texas, United States

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Sam's Club

2 years 2 months

Backroom Associate

September 2020 - August 2021 (1 year)

San Marcos, Texas, United States

Took charge of a major claims backlog after a failed facility inventory, processing over \$1M in merchandise claims within 90 days and significantly improving inventory accuracy and compliance.

- **Workflow Transformation:** Revamped inventory processing with cross-departmental training and cleared a 14-year records backlog, boosting facility metrics from bottom-of-market to top 20 nationally.
- **Audit & Compliance:** Performed daily audits to ensure alignment with Asset Protection (AP) standards, resolving inconsistencies and unidentified transactions.
- **Scheduling & Logistics:** Managed inbound/outbound shipment schedules and addressed mis-shipments, vendor billing, and liquidation discrepancies.
- **Recall Campaigns:** Led recall initiatives, tracking affected products and coordinating compliant removal and disposal.

Member Team Lead

July 2019 - September 2020 (1 year 3 months)

San Marcos, Texas, United States

Supervised a team of 30+ across seven specialty service departments, overseeing \$250K+ daily in transactions and optimizing operational efficiency and member satisfaction. Drove department success in weekly membership and credit sales through stand-up meetings focused on productivity, team feedback, and process updates.

- **Managed HR functions,** including job requisitions, interviewing, and orientation, to ensure successful onboarding and alignment with company culture.
- **Mentored team members** in interpersonal skills, sales techniques, and career development.

- Analyzed data to create daily marketing plans for credit and membership sales, using YTD trends and customer satisfaction metrics to enhance service excellence.
- Processed nightly accounting and safe deposits, resolving discrepancies promptly to maintain report accuracy.

Baerveldt Media

Co-Founder & Project Lead

June 2017 - July 2020 (3 years 2 months)

Austin, Texas Area

Co-Founded Baerveldt Media, an indie game studio focused on developing titles for the mobile market. I was responsible for hiring and leading a contracted team consisting of artists and software engineers to deliver iterative builds and create a successful final product.

Education

Southern New Hampshire University

Master of Fine Arts, Creative Writing · (January 2026 - December 2028)

Southern New Hampshire University

Bachelor of Arts - BA, Game Art & Development · (June 2023 - August 2025)

Southern New Hampshire University

Bachelor of Science - BS, Business Administration · (January 2020 - July 2023)

Southern New Hampshire University

Certificate, Agile Project Management · (July 2021)

Three Rivers Community College

Certificate, Entrepreneurial and Small Business Operations · (2018)