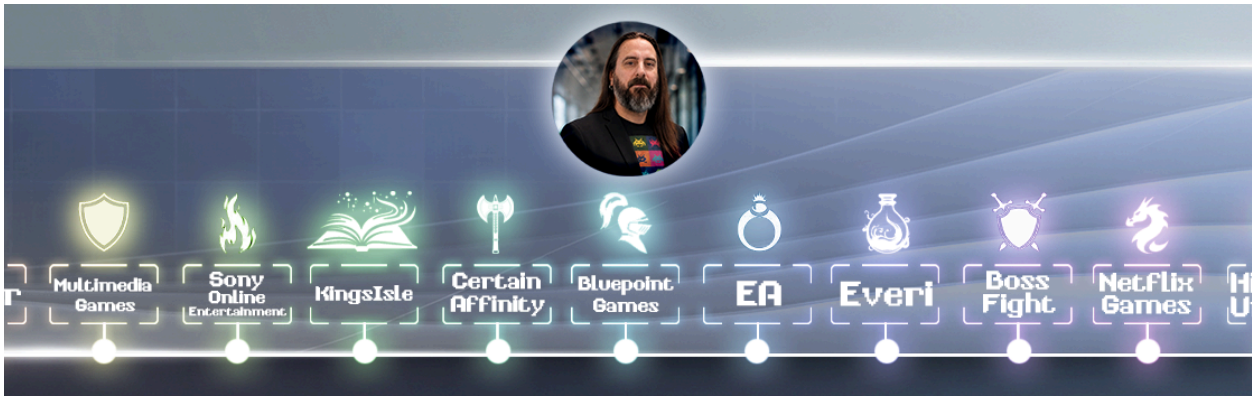


CHANCE DEAN

Quality Leadership | Systems Thinking | Risk Management | Process Improvement | Team Development

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SUMMARY

QA and quality leader with 20 years of experience across mobile, PC, console, web, casino and live service products. Combines practical testing experience with systems thinking and team leadership.

Leads internal and contract QA teams, investigates root causes and builds reporting that helps teams make informed release decisions. Experience spans development tools, gameplay systems, regulated software and business operations.

CORE SKILLS

Quality Strategy • Risk Assessment • Root Cause Analysis • Release Readiness • Functional, Regression, Exploratory and Integration Testing • Build Validation • Performance Profiling • Team Leadership • Process Improvement • Workflow Automation • Quality Dashboards • Unity and Unreal Tooling QA

PROFESSIONAL EXPERIENCE

Founder & Product Architect
Omniclue | June 2026 – Present

Founded Omniclue and lead product strategy, architecture and development for KIF, a browser extension that helps teams understand their work and the information connected to it.

• Define the product roadmap, user experience and technical architecture.
• Develop workflows that bring requirements, documentation and related development evidence into a shared view of the work.
• Design capabilities for assessing readiness, identifying missing information and generating test strategy artifacts.
• Lead iterative development, release preparation and user testing for the public preview.
• Established the business foundation for launch, including company formation and licensing strategy.

Fandemik / Extra Earrings — Founder & Chief Technology Officer
Austin, TX | 2021 – Present

Co-founded a fandom ecommerce and event retail business, overseeing technical strategy, digital operations and the systems supporting online and convention sales.

• Built workflows for inventory, fulfillment, product launches and customer service.
• Developed operational processes and reporting supporting continued revenue growth.
• Coordinated vendors, merchandising and convention retail operations across Texas.
• Supported product launches and customer engagement across online sales channels.
• Managed ecommerce platforms, integrations, analytics and operational reporting.

Boss Fight Entertainment / Netflix Games — Senior QA Analyst
Austin, TX / Remote | Nov 2020 to Oct 2025

Joined Boss Fight Entertainment and continued in the role after its acquisition by Netflix Games. Supported Unity tools and technology, gameplay systems and narrative mobile titles through development and live operations.

• Served as operational QA lead for Tools & Technology initiatives, coordinating internal and contract QA resources.
• Built and led hybrid QA teams supporting engineering tools, gameplay systems and integrations.
• Created executive reporting and dashboards for test coverage, quality trends and release risk.
• Established QA entry and exit criteria and merge validation processes.
• Worked with engineering, production and design to investigate systemic issues and improve development workflows.
• Led live issue triage, reproduction, risk assessment and hotfix validation.

Everi Holdings Inc. — QA Analyst II
Austin, TX | Jan 2018 to Jul 2020
Tested casino gaming platforms and cabinet software in regulated environments.

• Executed functional, integration, regression and compliance testing.
• Prepared risk assessments and release documentation supporting certification requirements.
• Investigated software and hardware interaction issues with engineering and product teams.
• Identified systemic defects affecting cabinet and platform stability.
• Validated fixes across hardware and software configurations.

Electronic Arts (EA) — Development QA Analyst
Austin, TX | 2014 to 2016

Worked directly with development teams to validate live products and features in development.

• Conducted daily build validation and feature verification.
• Analyzed performance and stability to support release decisions.
• Reproduced defects and verified fixes with developers.
• Communicated release risks before deployment.
• Performed regression testing across rapid development cycles.

Bluepoint Games — QA Analyst
Austin, TX | Oct 2013 to Feb 2014

Supported platform consistency and performance testing across hardware targets.

• Validated functionality across Xbox 360, Xbox One and PC builds.
• Collected and analyzed FPS, memory and stability metrics.
• Worked with engineering to isolate performance bottlenecks.
• Verified feature consistency across hardware configurations.
• Retested fixes and documented remaining performance issues.

Certain Affinity — QA Analyst
Austin, TX | 2013

Supported multiplayer and development testing across multiple projects.

• Reproduced and documented complex defects with engineering teams.
• Validated multiplayer functionality and system integrations.
• Investigated intermittent issues and supplied detailed reproduction evidence.
• Tested build stability and release critical functionality.
• Verified fixes through targeted regression testing.

KingsIsle Entertainment — QA Lead / Web QA Team Lead
Austin, TX | 2011 to 2013

Led quality work for Wizard101, Pirate101 and their supporting web services, coordinating QA teams and aligning testing priorities with development, operations and business stakeholders.

• Led testing of account systems, ecommerce, payment processing and customer services.
• Developed regression strategies for live updates.
• Coordinated QA, engineering, operations and business stakeholders.
• Identified risks affecting customer experience.
• Mentored team members and established shared quality expectations.
• Standardized testing practices across game and web services.

Sony Online Entertainment (SOE) — QA Analyst
Austin, TX | 2009 to 2011

Supported live MMO releases and ongoing updates.

• Tested new features and balance changes.
• Investigated defects and verified fixes with developers.
• Translated player feedback into actionable findings.
• Participated in release validation and deployment readiness checks.
• Validated system updates in active online environments.

Multimedia Games — QA Analyst
Austin, TX | 2007 to 2008

Tested casino gaming cabinet software and supporting systems.

• Tested hardware and software interactions.
• Validated functionality and compliance requirements before certification.
• Documented defects with reproduction steps and risk information.
• Verified fixes with developers.
• Supported certification through structured testing and reporting.

Aspyr Media — QA Tester
Austin, TX | 2006 to 2008

Performed functional, compatibility, compliance and performance testing for PC and Mac releases.

• Tested across hardware configurations.
• Reproduced defects and verified fixes with developers.
• Investigated performance and stability issues.
• Supported release validation and defect analysis.
• Documented platform differences and compatibility findings.

EDUCATION & PROFESSIONAL DEVELOPMENT

DeVry University
Computer Game Design and Simulation Coursework

Austin Community College
Game Art Studies

Self-directed learning in Python, software development, automation, Unreal Engine, game development pipelines, systems design, quality engineering and data analysis.