

Jillian Christiano

PRODUCER

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SKILLS

- **Production Tools**
 - JIRA
 - Miro
 - Confluence
 - TestRail
 - Microsoft Office
 - Google Suite
 - Slack
- **Project Methodologies**
 - Waterfall
 - Agile
 - Scrum
 - Kanban
- **Soft Skills**
 - Cross-functional Communication
 - Mentorship
 - Team Leadership
 - Stakeholder Management

EDUCATION

SUNY POLYTECHNIC INSTITUTE

Utica, NY

B.A.S. Interactive Media & Video Game Design

FULTON-MONTGOMERY COMMUNITY COLLEGE

Johnstown, NY

A.A.S. Digital Communications and Transmedia

CERTIFICATIONS

CERTIFIED SCRUM MASTER

OCT 2022 (Renewed through 2026)

SCRUM ALLIANCE

Summary

Multidisciplinary Producer with 5+ years in AAA game development, spanning QA leadership and full-cycle production. Known for collaborative milestone management, cross-functional alignment, and hands-on experience across tools like JIRA, Miro, and Confluence. Passionate about building strong team culture and mentoring through high-stakes deliverables.

Professional Experience

WOLFJAW STUDIOS - TROY, NY

Producer (JUL 2023 - PRESENT)

Associate Producer (JAN 2023 - JUL 2023)

- Managed project timelines and sprint cycles across teams of 2-7 engineers, supporting both Online and Backend systems.
- Led daily project management activities including JIRA maintenance, stakeholder communications, and milestone tracking.
- Facilitated weekly cross-functional syncs and monthly 1:1s with engineering stakeholders.
- Authored internal documentation for development cycles, time management, emergent work handling, and producer best practices.
- Regularly provided production coverage for senior leadership.

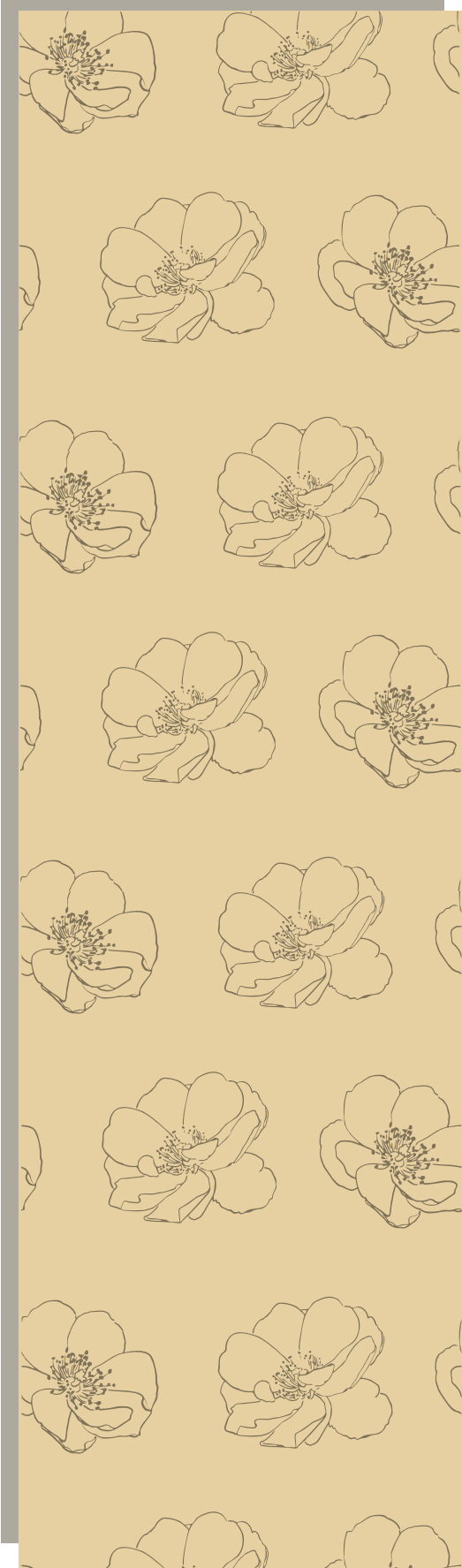
BLIZZARD ENTERTAINMENT - ALBANY, NY

Production Coordinator (JUN 2022 - DEC 2022)

Subject Matter Expert (JAN 2022 - JUN 2022)

Assistant Test Lead (JUN 2021 - JAN 2022)

- Coordinated with Battle.Net Teams on Product Release schedules, documentation, and asset statuses.
- Supported cross-functional teams including Character Art, Outsource Supervision, Engineering, UI/UX, Design, and Production.
- Stood up the QA vertical slice in relation to Store/Battle Pass features.
 - Developed and implemented staffing plans, test strategies, triage workflows, and onboarding procedures for the QA Team.
 - Executed test runs aligned with internal development milestones.
 - Created comprehensive documentation and conducted risk assessments and mitigation strategies.
- Provided support for the Test Lead for Live-Ops and Post-Launch Patches; including Test Planning and Test Pass creation.
 - Led a multi-location team of 7 to execute and validate platform-specific compliance milestones, ensuring cross-studio coordination for Nintendo certification and submission readiness.



Professional Experience *continued*

VICARIOUS VISIONS - ALBANY, NY

Assistant Test Lead (FEB 2020 - FEB 2021)

QA Tester (AUG 2019 - FEB 2020)

- Led project-wide triage efforts during Beta and subsequent development milestones to ensure issue resolution and cross-team alignment.
- Designed and maintained internal and external JIRA dashboards for real-time project health reporting and visibility.
- Coordinated directly with the Lead of a 40+ person outsourced QA team to manage test execution and confirmations.
- Led QA efforts for the title's port to Gen9 consoles (PlayStation 5 and Xbox Series X|S), including planning, execution, and First Party compliance validation.
- Conducted interviews for potential QA hires.
- Owned build assessment, daily scrum participation, test pass generation.
- Progressed into leadership roles for smaller focused teams in VFX, Level Design, and World Art QA.
- Developed and maintained daily Build Verification Tests, participated in development team scrums, and created specialized JIRA dashboards for streamlined bug reporting and tracking.

Professional Projects

- *Magic the Gathering: Arena (Updates) (2024 - 2025)*
 - *TopSpin 2K25 (2023)*
 - *Diablo IV (2022)*
 - *Diablo II: Resurrected (2021 - 2022)*
 - *Tony Hawk's Pro Skater 1 + 2 Remastered (2019 - 2020)*
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