

SIERRA JINCHI BIGGS

EXPERIENCE

Microsoft XBOX Game Studios Quality Assurance

Project Manager | September 2020 – May 2021

Lead establishment of the "Accessibility Release Readiness" team, created to uphold all Microsoft Game Studios' titles to accessibility standards.

- Crafted team's internal organization and communication system, implemented through Jira, and Confluence
- Composed and distributed reports based on upper management and partner meetings
- Continuously adapted team's duties to align with those of the studios

Microsoft XBOX Game Studios Quality Assurance

Project Manager Intern | May 2019 – Aug 2019

Cataloged an analyzation of various competitor studios' interpretation of gaming accessibility.

- Pioneered effort to increase gaming accessibility awareness via Studio team meeting presentations
- Organized the collaboration between Quality Assurance teams to centralize documentation of internal testing protocol terminology

Microsoft | Project Manager Intern

May 2018 – Aug 2018

Drove development and user experience for a Windows Desktop Application Program, utilizing symbol files to provide third-party developers with accurate failure data

- Organized successful pilot product launch
- Formulated and upheld project plan timeline
- Facilitated user experience and their deliverables for pilot, General Availability, and future releases

Additional Experience: Summer Moon Café

Customer Service | August 2022 – May 2023

Maximize quality of customer-facing interactions and coffee product standards in the most profitable location of the Summer Moon franchise.

- Collaborated with leadership to perfect service efficiency and iterate upon work pipelines in meetings.
- Excelled in exercising multi-tasking, inter-personal communication, complaint-resolution, and problem-solving skills.

CORE SKILLS

- ❖ Adaptability
- ❖ Leadership
- ❖ Task and Timeline Management
- ❖ Organization
- ❖ Feedback Implementation
- ❖ Customer-facing and Cross-team communications
- ❖ Patience
- ❖ Collaboration
- ❖ Go-getter



me@sierrabiggs.com



(512)850-7767

EDUCATION

University of Texas at Austin

Bachelor of Science | 2020

Computer & Electrical Engineering