

James Crofton

Contact

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Personal Profile

Currently working as a Contact Center Advisor. I have a BSC Hons in Games Design & Production (2.1). Work experience while in education as a game tester for Playdemic & Prospect Games. I write game reviews for Indie Ranger, an online magazine.

Experience

- From Late 2022 - Contact Center Advisor for Cotton Traders, taking telephone orders. Answering calls from customers, and taking orders. Advising and helping customers with service-related issues both via phone and email
- From Late 2022 - Freelance video game review writing for Indie Ranger, analyzing newly released or prerelease indie games - see an example here; <https://indieranger.com/review-ixion/>
- 2021-22 - For a university group project, I helped produce a full game, Mad Mansion. I mainly worked on the game's story and narrative aspect, but also on the narration and sound. You can play the game here; <https://team-top-hat.itch.io/madmansion>
- 2019 - Volunteered at Quarry Bank during their exhibition for the 200th anniversary of the Peterloo Massacre. This included asking guests to fill out a questionnaire, helping them do so, and later inputting the results into a database.
- 2018 - Playtested Robot Champions for Prospect Games as part of my college course. This was before the game was even announced. Consisted of playing the game then giving direct feedback to designers, giving me an idea of QA workflow
- 2014 - Playtested Gang Nations for Playdemic over a week, recording bugs found on Word and creating levels for other testers to use, giving me a insight into QA Testing

Key Skills

- Effective written & verbal communication - Able to clearly express my thoughts and design ideas, in person and in text
- Creative writer - Have written numerous fiction pieces, both original and fanfictions
- Self Organized - I enjoy keeping myself and my work organized, and using good file sorting systems
- Team Coordinating - I am used to keeping track of what my teammates are working on, and directing them or asking for direction where necessary
- Flexibility - Can accept and work with new information or programmes quickly, or change the way I am working when needed. When I went from College to University, I went from working with Unity to Unreal Engine with minimum difficulty
- Teamworker - Have worked in teams with many different people with differing personalities

- Time Management - During one year of university, I worked simultaneously on different projects with two different teams, one of which I led
- Detail Oriented - Good attention to detail when recording data or writing things out. Have reviewed and analyzed results of numerous questionnaires
- Problem solving - Able to identify issues and resolve them
- Experience With Agile - Used the Agile methodology for all my university projectings, using sites project management tools like HacknPlan to keep track of our workflow.
- Database Management - I have used numerous types of datasheets, searching them for informations, while also updating and adding to them when necessary

Education

- University of Salford - 2019 to 2022 - BSC (Hons) Games Design & Production (2:1)
- Trafford College - 2017 to 2019 - BTEC Games Development

Hobbies

- Playing D&D & other TTRPGs
- Writing short stories online, mainly fanfiction but some original works
- Playing & running collaborative story quests on form websites
- Video games
- Reading a wide range of books including fantasy and sci-fi
- Dog walking