

Greetings!

My name is Allen Ben-Harush and welcome to my site! I have most recently worked in the capacity as a Principal Quality Engineer at Riot Games in the VALORANT (VAL) studio's Foundations vertical, acting as primary platform/services principal quality and discipline craft lead. A titled principal IC at Riot is effectively lanned as a Director of QA - a business area lead - affecting initiatives and influence at the business unit (BU) level, although without the explicit 'personnel manager' role expectations. I have over 15 years of quality / quality design, quality architecture, production delivery, process, technical test and evaluation, and personnel management experience. I've been a manager of managers and have worked chiefly within team-of-teams spaces, influencing initiatives without direct authority.

I have served as the primary studio stakeholder for Central Riot Tech SDK integrations into the VALORANT game client, developing 0-1 configuration management cognizance processes, and building the quality program for its intake while also recognizing tradeoffs and risk for each milestone. I acted as lead product owner for a significant BU R&D greenfield initiative, whose outcomes played a part in deciding the direction of the at-then next platform development initiative (VAL console), while also juggling my normal day-to-day responsibilities. I've historically taken a more proactive approach to solving unique problems in recent years on VALORANT for things that have stretched beyond the role of a quality stakeholder's job description (telemeterizing our crash velocity and leveraging statistics into MTTf observability, as one example), and have delivered value to the studio for things such as the China Tencent Technical Platform Test (2022), VAL China project (2023), VAL console (2024, see: <https://www.windowscentral.com/gaming/valorant-xbox-preview>), and shipping VAL Unreal Engine 5 to China as its area program lead (2025). All of which have served as direct value-adds to company revenue streams, and all that have shipped with noted polish. I've been involved with market research stakeholders (China Product) to discuss platform type usages for that region, and have worked directly with Riot's Data and Insights teams for building out observability solutions that data-drive decisions we leverage every iteration, among developing and aligning various teams to other multi-team impacting processes, such as operationally assessing savings through the introduction of automation and investing in logging enhancements to attack the problem of 'triage friction'.

A little about me: I'm an honorably discharged veteran who served in the U.S. submarine Navy for almost a decade. After the Armed Forces, I decided to roll the dice on a submarine combat system blackbox testing position in northern Virginia that utilized the skills I received from my tenure in the Navy. Due to my ability to rapidly learn the systems engineering and test processes in place for government defense contracts, I was offered the position to lead the quality program I was previously contracting out there in, subsequent to a competitive interviewing process with many other eligible candidates. I was a budgetary/finance liaison and systems engineering lead of a team of 15+ test engineers - with five members geolocated in a different state, to deliver to the Navy the highest quality combat system software. We consistently satisfied >90% of its validation and verification requirements, and I served in a Test Director role managing the entire program right under the contract's overall Lead Program Manager. During this time period, I multitasked workload for my graduate education and completed a Master's degree in Systems Engineering from the George Washington University School of Engineering and Applied Science. After that and before Riot, I worked at Blizzard Entertainment in the [Battle.net](https://battle.net) (B&OP) Ecommerce space where I rapidly climbed to Senior Test Lead within the span of just a few years given my execution record.

I'm milestone and schedule driven, have experience collaborating to uncover market research that input into product decisions, understand the value of production rituals, and continuously attempt to drive projects within my responsibility to excellence. I also understand the value of accountability.

When evaluating the responsibilities for this job, I believe I'm a good fit for the following reasons:

- I'm an active learner: I have high adaptability and collaboration skills; in addition to managing responsibilities completely out of my domain with high delivery success
- I've worked within multiple development SDLCs and bring the experience of best practices/lessons learned from each
- I possess experience from multiple institutional environments (public and private sectors)
- I've led a division of submarine sailors and a cadre of analysts nationally - which means I also have some stories
- I've been a personnel manager, so you are also getting someone familiar with management as a +1 soft skill bonus

As far as other interests go, I play games terribly and am a proud parent to a kitty who is always adorable. Once again, I appreciate you taking the time to read this and thank you for your consideration. I look forward to hearing from you!

Cheers,
Allen Ben-Harush