



Bianca Trinkenreich, MSc ITIL, PMP

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EDUCATION

PhD Computer Science - Software Engineering: Northern Arizona University (2019-2022 - current)
Master's Degree Computer Science (graduated w/ honors): IT Services Measurement: UNIRIO (2016)
MBA: Software Quality Assurance – UFRJ (2011)
TOEFL 102 grade obtained in 2018.

AWARDS

- Outstanding Graduate Student in the School of Informatics, Computing, and Cyber Systems for Spring 2021.
- Finalist of Student Research Competition of International Conference on Software Engineering (ICSE 2021)
- Award for Northern Arizona University Poster Competition 2021 – “Please Don’t Go: Increasing Women in Open Source”
- Award for Best Master Degree Poster – “SINIS: a Method to Select Indicators for IT Services” (SBQS 2015)
- Award for IBM Grid & Linux ValueNet Program - Projects involving IBM products deployed using open platform (IBM2010)

PUBLICATIONS

★ – indicates well-ranked/high-visibility venues in my area

Journal Papers

★2022 **TRINKENREICH, B.**, WIESE, T., GEROSA, M., SARMA, A., STEINMACHER, I., Women’s Participation in Open Source Software **ACM Transactions of Software Engineering and Methodology (TOSEM)**.

★2021 **TRINKENREICH, B.**, GUIZANI, G., WIESE, I., CONTE, T., GEROSA, M., SARMA, A., STEINMACHER, I., Pots of Gold at the End of the Rainbow: What is Success for Open Source Contributors?, **IEEE Transactions of Software Engineering (TSE)**

STEINMACHER, I., BALALI, S., TRINKENREICH, B., GUIZANI, M., IZQUIERDO-CORTAZAR, D., ZAMBRANO, G., GEROSA, M., SARMA, A., Being a mentor in Open Source projects, **Journal of Internet Services and Applications**

★2018 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, 2018, “SINIS: A GQM+Strategies-based Approach for Identifying Goals, Strategies and Indicators for IT Services”. *Information and Software Technology*, v. 100, p. 147-164.

2015 **TRINKENREICH, B.**, SANTOS, G., "Evaluation of measurement process on a Global Organization under the light of MR-MPS-SV maturity model ", *iSys Brazilian Journal of Information Systems*, vol 8 issue 2: pp. 58-77.

Peer Reviewed Conference and Workshop Papers

★ 2022 **TRINKENREICH, B.**, BRITTO, R., GEROSA, M., STEIMACHER, I., “An Empirical Investigation on the Challenges Faced by Women in the Software Industry”. *IEEE/ACM 44th International Conference on Software Engineering (ICSE) SEIS 2022*

★ 2021 GUIZANI, M., CHATTERJEE, A., **TRINKENREICH, B.**, MAY, M. E., NOA-GUEVARA, G. J., RUSSELL, L. J., ... & SARMA, A., The Long Road Ahead: Ongoing Challenges in Contributing to Large OSS Organizations and What to Do. 24th **Computer Supported Cooperative Work (CSCW)**

★ 2021 **TRINKENREICH, B.**, “Please Don’t Go - Increasing Women’s Participation in Open Source Software”. Finalist of Student Competition of the 43rd International Conference on Software Engineering (ICSE)

★ 2021 **TRINKENREICH, B.**, “Please Don’t Go - Comprehensive Approach to Increase Women’s Participation in Open Source Software”. Doctoral Symposium of the 43rd International Conference on Software Engineering (ICSE)

★ 2021 GEROSA, M., WIESE, I., **TRINKENREICH, B.**, LINK, G., ROBLES, G., TREUDE, C., STEINMACHER, I., SARMA, A., “The Shifting Sands of Motivation: Revisiting What Drives Contributors in Open Source”. 43rd International Conference on Software Engineering (ICSE)

★ 2021 SANTOS, F., WIESE, I., **TRINKENREICH, B.**, STEINMACHER, I., SARMA, A., GEROSA, M., “Can I Solve It? Identifying APIs Required to Complete OSS Tasks”. Mining Software Repositories (MSR)

★ 2020 **TRINKENREICH, B.**, GUIZANI, M., WIESE, I., SARMA, A., STEINMACHER, I., “Hidden Figures: Roles and Pathways of Successful OSS Contributors”. 23rd **Computer Supported Cooperative Work (CSCW) – (Honored Mention Paper Award)**

★ 2020 BALALI, S., ANNAMALAI, U., PADALA, S., **TRINKENREICH, B.**, GEROSA, M., STEINMACHER, I., SARMA, A., “Recommending Tasks to Newcomers in OSS Projects: How Do Mentors Handle It?”. 16th **International Symposium on Open Collaboration. (Best Paper Award)**

★ 2019 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., CONTE, T., “Combining GQM+Strategies and OKR - Preliminary Results from a Participative Case Study in Industry”. 20th **International Conference on Product-Focused Software Process Improvement (PROFES)**

2018 FERREIRA, E., **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., “Using SINIS and GQM+Strategies to Align Organizational Goals and Service Level Agreement Indicators”. 17th Software Quality Brazilian Conference (SBQS), Curitiba, Brazil **(Best Paper Award)**

★ 2018 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., CONTE, T., “Defining, Measuring and Monitoring IT Service Goals and Strategies Practical Results and Pitfalls from a Qualitative Study in Industry”. 12th **Empirical Software Engineering and Measurement (ESEM)**

★ 2017 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., CONTE, T., 2017, “Eliciting Strategies for the GQM+Strategies Approach in IT Service Measurement Initiatives”. 11th **Empirical Software Engineering and Measurement (ESEM)**

2017 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., “SINIS – A method to support defining goals, strategies and indicators for IT Services CTDQS - Competition of Best Thesis and Dissertations about Software Quality – 16th Software Quality Brazilian Conference (SBQS) **(Top 3 finalist of Best MSc Thesis Award)**

★ 2015 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., “SINIS - A Method to Select Indicators for IT Services”, 16th **International Conference on Product-Focused Software Process Improvement (PROFES)**, Bolzano, Italy, pp. 68-86. **(Indicated for Best Paper Award)**

2015 **TRINKENREICH, B.**, SANTOS, G., “Evaluation of incident management process under the light of MR-MPS-SV maturity model and measurement to support IT Service quality improvement”, 14th Software Quality Brazilian Conference (SBQS)

2015 **TRINKENREICH, B.**, SANTOS, G., CONFORT, V., SANTORO, F., “Toward using Business Process Intelligence to Support Incident Management Measures Selection and Service Improvement”. 27th International Conference Software Engineering Knowledge Engineering (SEKE)

2015 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., “Measures to Support IT Service Maturity Models – A Systematic Mapping Study”, 17th *International Conference on Enterprise Information Systems (ICEIS)*

2015 **TRINKENREICH, B.**, SANTOS, G., “Measures to Support IT Service Maturity Models – A Case Study”, 17th *International Conference on Enterprise Information Systems (ICEIS)*

2014 **TRINKENREICH, B.**, SANTOS, G., “Evaluation of measurement process for incidents, continuity and availability management under the light of MR-MPS-SV maturity model”, 10th *Annual workshop for software and services Quality improvement (WAMPS)* **(Best Paper Award)**

OTHER AWARDS (Besides Best Papers)

- Outstanding Graduate Student in the School of Informatics, Computing, and Cyber Systems for Spring 2021.
- Northern Arizona University - Poster Student Competition 2021
- Finalist of Student Research Competition of International Conference on Software Engineering (ICSE) – finals will happen on May 2021

CERTIFICATIONS

- PMP: Project Management Professional (since 2009)

- ITIL v2: IT Service Management Foundation (since 07/2008)
- ITIL v3: IT Service Management Foundation (since 09/2013)
- TOEFL iBT: Score 102 (obtained on August 2018)
- AWS Certified Cloud Practitioner - Practice exam

PROFESSIONAL EXPERIENCE

- GRADUATE ASSISTANT
 - Northern of Arizona University (2019/present)
 - Software Engineering research about human aspects and Open Source
- IT SERVICE MANAGER AND OPERATIONS
 - Company: Vale S/A (2011/2019)
 - Support of customized applications and native collaboration sites - 50,000 users, 8,000 collaboration sites and customized and high impact applications.
 - IT Outsourcing management of DXC, Avanade, Microsoft and Capgemini.
 - Azure and AWS cloud environment - IaaS and PaaS
 - Operations manager of Office365 (SaaS Messaging)
 - RFP writing for outsourcing service global management
 - Design of cloud governance - procedures, checklists, migration and updates planning and indicators to attend business goals
 - Capacity management and planning based on elasticity and benefits of cloud.
 - Change and transition management, patching, updates and upgrades projects considering minimum impact to business
 - Periodic conformity reviews of environment best practices
 - Measurement and control of service quality indicators and SLAs
 - Member of Continual Service Improvement team for all Vale S/A IT Services
- PMO AND IT PROJECT MANAGER
 - Company: Rede D'Or Hospitals and Health Care (2010/2011)
 - Standards, processes, checklists and documents templates for project managers
 - Surgical Centre Project: Implementation of Oracle BPM / SOA development and application solution to support surgery center area process in hospitals
 - Nutrition Project: Implementation of Brand integration with WPD, Bionexo and Microsiga applications to support nutrition area process in hospitals
 - Update WPD hospital system and all integrations with other systems (Microsiga, Bionexo, Dispensary and Call accounting)
 - Integration with WPD, MV and Tasy
 - Implementation of the authorization process with health plans.
 - Restructuring of service user support, including process review, services catalog creation services based on ITIL best practices, training and deployment of ELLEVO application.
- IT PROJECT MANAGER AND INFRASTRUCTURE TEAM MANAGER
 - Company: Cyberlynxx LTDA (2000/2010)
 - Project management of infrastructure and software development projects based on PMI methodology, including business analysis of the engineering, auditing, infrastructure, HR, finance, travel, IT, security, and operations. Steady-state management for mail, applications, databases, SLA and performance reports and indicators.
 - Project management consultant at TBG, Petrobras, Avipam, Ulhoa Corner, TBG, Prudential Brazil, Mongeral, Icatu Holding Icatu Hartford, Schahin Engineering, SESC, ONS, BrasilCap, U & M Mining, MRS, among others