

ALANA CHIGBROW

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SUMMARY

I am a budding developer, QA analyst, and user advocate. I believe that we should strive for elegant simplicity in both our code and user interface. My background in user support has taught me that we need to understand where our user is coming from and how we can help make their lives easier if want to build successful software.

EDUCATION

- Currently enrolled at UNM working toward MS in Computer Science.
- Java/Android Deep Dive Bootcamp • CNM • Summer 2019
- English and Philosophy, BA *cum laude* • University of New Mexico • 2007-2011

AREAS OF EXPERTISE



Java • HTML5 • CSS • XML • MySQL



Android • Windows 10 • iOS • Mac OS



Jira • GitHub • Microsoft Office (to include Access) • IntelliJ IDEA • Google Applications



Diagnosis of laptops, printers, and network connections • Software troubleshooting



Program Development and Management • Resource Management • Cross Team Functionality • Policy, Procedure, and Best Practice Development • Technical Documentation

EXPERIENCE

Lavu, Inc.

Quality Assurance Analyst | August 2019 – Present

- Develop and document sound processes, procedures, and best practices for the SQA team
- Manual testing and bug tracking
- Database clean up
- Create internal tools based on scripted tasks for use by tech support agents

Product Training Manager | August 2017 – May 2019

- Built software, networking, and sales training programs from scratch, to include technical product training for a dispersed workforce in two US states and four countries.

- Stood up an online learning portal, Lavu-U, using Moodle. Saved the company more than \$30k annually by leveraging in-house technical resources.
- Re-engineered the existing technical support training program to be scalable and to include a focus on soft skills. Reduced the new hire-to-productive member timeline and improved customer service.
- Reduced quarterly customer churn by nearly 50% using data analysis.

New Mexico Department of Workforce Solutions

Business Services Trainer and Program Coordinator | June 2016 – August 2017

- Created a program to deliver state-wide consultation, workforce development, and training services to New Mexico businesses, local governments, and federal agencies.
- Developed scalable and adaptable Employee Onboarding and Training Programs for businesses of varying size and across multiple industries and disciplines.
- Coordinated with area business communities and Chambers of Commerce.

New Mexico Department of Transportation

Onboarding and Technical Trainer | March 2013 – June 2016

- Re-engineered the New Employee Orientation and modernized the training materials.
- Introduced Ethics in Engineering classes for new employee orientation and major projects.
- Built a Microsoft skills training program (Excel, Access, and Word) that saved the organization \$50k-\$80k by providing the training in-house.

Albuquerque Public Schools

Educational Assistant and Substitute Teacher | January 2012 – March 2013

- Met the needs of special education students through direct intervention and assistance.
- Developed daily assistance schedules for multiple students.
- Delivered classroom materials and instruction in the absence of teachers.

Berenson & Associates Legal Firm

Legal Runner to Junior Paralegal | June 2009 – January 2012

- Created and maintained the document management system for closed files in accordance with Federal, State, and local laws.
- Tracked and managed government-based medical subrogation.
- Drafted legal pleadings for criminal cases and insurance demands for personal injury cases.

AWARDS AND ACKNOWLEDGEMENTS

- Employee of the Quarter, May 2018
- Various Army awards, to include a commendation for my role in establishing the Environmental Compliance Program