ALANA CHIGBROW

github.com/achigbrow | alana.chigbrow@gmail.com | 505.515.9601

SUMMARY

I am an entry-level full-stack developer, QA analyst, and user advocate. I believe that we should strive for efficiency in our code and simplicity in our user interface. My background in user support has taught me that we need to understand where our user is coming from and develop from a user-centric perspective if want to build successful software.

EDUCATION

- Enrolled and taking pre-requisites for MS in Computer Science at UNM
  - Focus on mathematics and image analysis
- Java/Android Deep Dive Coding Bootcamp • 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

Quality Assurance Analyst | Lavu, Inc. | 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 | Lavu, Inc. | August 2017 – May 2019

- 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.

Business Services Trainer and Program Coordinator | NMDWS | 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.

Onboarding and Technical Trainer | NMDOT | 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.

Educational Assistant and Substitute Teacher | APS | January 2012 – March 2013

- Met the needs of special education students through direct intervention and assistance.

Legal Runner to Junior Paralegal | Berenson & Associates Legal Firm | June 2009 – January 2012

- Created and maintained the document management system for closed files in accordance with Federal, State, and local laws.

Server | Asian Noodle Bar | December 2007 – June 2009

- Served food and alcohol in a friendly and professional manner.

Helicopter Powerplant Repairer | U.S. Army | October 2001 – August 2007

- Created and managed an Environmental Compliance program for an aviation maintenance unit of 120 personnel that took a failing EPA score of 2 to a passing score of 98 within 3 months.
- Build and maintained a calibrated tools and a POL (petroleum, oils, lubricants) program in accordance with Aviation Resource Management requirements that ensured that my shop always had the appropriate tools and materials to conduct required maintenance.