

Angela Wilson Riggs | Quality Advocate

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Experience

Release Manager

Jama Software • September 2019 - Present

As Jama's Release Manager, I oversee the monthly and semi-annual releases to our product. My role includes strengthening the cross-department processes that contribute to successful releases for our customers.

Quality Assurance Engineer III

Vacasa • January 2019 - September 2019

As an inaugural member of Vacasa's Central Quality Assurance team, I consider quality from the perspective of the engineering organization as a whole. The intent of the Central QA team is to enhance and recommend quality practices that support the various engineering teams, while also supporting a standard of quality that meets Vacasa's business needs. Responsibilities and accomplishments include:

- Created and launched Vacasa's official incident response policy and runbook
- Evaluated pre-production applications for operational readiness, with a focus on security and quality practices
- Acted as Incident Commander during response efforts for major incidents
- Partnered with other Central ops teams to review and refine engineering department policies
- Established the career path for Quality Assurance Engineer (QAE) & Software Development Engineer in Test (SDET)
- Developed and improved standardized quality practices for the engineering department

Quality Assurance Engineer

Vacasa • June 2018 - December 2018

As an embedded QA engineer, my role involved testing, quality processes, and release management for the Guest Experience team. We owned post-conversion guest interactions, including Trip Manager and Guest Transactional Emails. My responsibilities and accomplishments included:

- Introduced automation through a suite of regression tests as we launched new features and transitioned from PHP to React
- Improved team processes to create clearer and more efficient workflows
- Led the creation of feature documentation for our in-house Customer Experience team
- Performed acceptance testing on new features to help ensure we built the right things the right way
- Initiated an accessibility audit of the Vacasa site, including recommendations for improvements and fix prioritization

Quality Assurance Engineer

Metal Toad • March 2016 - June 2018

As a QA Engineer at Metal Toad, I led the creation of quality standards and practices company-wide while also owning quality assurance for three Agile teams. My responsibilities and accomplishments included:

- Led the creation of a cohesive QA department within Metal Toad's engineering department
- Created testing templates to be reused across projects
- Managed our continuous delivery pipeline with Bamboo
- Developed test strategies and frameworks, and coaching engineers on their use
- Focused on developer experience by creating flexible team processes and workflows
- Implemented centralized static code analysis for adherence to coding standards and best practices
- Led feature testing for iOS, Android, Drupal, and web portal projects across three Agile teams
- Performed UI, accessibility, and automated visual regression testing
- Reviewed feature requirements with a focus on clarity, admin and user experience, and balancing client needs against various quality attributes

Developer Intern

Metal Toad • September 2015 - March 2016

During my internship at Metal Toad, I went well above and beyond the role of a typical intern. My accomplishments included:

- Development work for Drupal 7, Drupal 8, and Swift projects
- Creating a security update script for internal use with Node and AWS
- Creating detailed technical documentation for clients' use and training
- Strengthening the Metal Toad QA process by comparing and analyzing project workflows

Education

Portland Code School

Full-Stack JavaScript Immersion • May 2015 - July 2015

In an intensive 3-month program, I learned to build full-stack JavaScript-based web apps. Using independent work along with pair and mob programming, I rapidly built a solid development foundation.

University of Central Florida

Bachelor of Science: Elementary Education • September 2011 - May 2013

Skills

Software quality assurance	Git / Github	AWS	Change management
Continuous delivery	Accessibility	Regression testing	iOS / Android Testing
Acceptance testing	Incident response	Automation	Technical writing

Additional Work Experience

Scrum Master

Metal Toad • August 2017 - September 2017

In addition to my role as a QA Engineer, I took on the role of Scrum Master for my team while we were transitioning between Agile Project Managers. My responsibilities included:

- Ensuring projects and people had what they needed for success
- Removing development impediments in order to increase productivity and ship completed work
- Coordinating between teams to recognize, reduce, and solve dependencies
- Facilitating communication between product owners and developer team

Lead Teacher

Peninsula Children's Learning Center • August 2013 - May 2015

Peninsula Children's Learning Center is a non-profit center in North Portland, with a mission to provide quality care and early childhood education to members of our community. As an early childhood educator here, my responsibilities included:

- Creating and teaching curriculum for student cohort age 3-5
- Communicating in person and through email with parents, ranging from daily summaries to planning short- and long-term goals for progress
- Focus on building social-emotional skills and academic development through play-based learning.
- Leading school-wide practice changes to bring classrooms into alignment with Oregon state standards