

# Angela Wilson Riggs | Quality Advocate

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## Experience

### Quality Assurance Engineer III

*Vacasa • January 2019 - Present*

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
- Evaluating pre-production applications for operational readiness, with a focus on security and quality practices
- Acting as Incident Commander during response efforts for major incidents
- Partnering 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)
- Developing and improving standardized quality practices for the engineering department
- Creating and coordinating test plans for multi-team task force projects

### 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:

- Introducing automation through a suite of regression tests as we launched new features and transitioned from PHP to React
- Improving team processes to create clearer and more efficient workflows
- Leading the creation of feature documentation for our in-house Customer Experience team
- Acceptance testing new features to help ensure we built the right things the right way
- Initiating 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:

- Leading the creation of a cohesive QA department within Metal Toad's engineering department
- Creating testing templates to be reused across projects
- Managing our continuous delivery pipeline with Bamboo
- Developing test strategies and frameworks, and coaching engineers on their use
- Focusing on developer experience by creating flexible team processes and workflows
- Implementing centralized static code analysis for adherence to coding standards and best practices
- Leading feature testing for iOS, Android, Drupal, and web portal projects across three Agile teams
- UI, accessibility, and automated visual regression testing
- Reviewing 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

## Public Speaking

### • A Beginner's Guide to Test Automation

TestBash San Francisco, 2019 (Upcoming)

### • Why is There a Marble in Your Nose?

CAST, 2019 (Upcoming)

### • Creating a Culture of Quality

Refactr.Tech, 2019

### • Creating a Culture of Quality Assurance

TestBash San Francisco, 2018

### • Automated Visual Regression Testing with BackstopJS

Pacific Northwest Software Quality Conference, 2018

## Testing Templates

### • Visual Regression Testing

<https://github.com/angelariggs/visual-regression>

- **Accessibility Testing**

<https://github.com/angelariggs/pa11y-setup/tree/master/config>

- **Documentation**

<https://github.com/angelariggs/docs-setup>