

Angela Riggs

Quality Advocate

Compassionate & curious with a passion for supporting people, teams, & quality of work.

Experience

QA Manager

Nov. 2019 - Sept. 2020

Instrument

- Founded the Quality Engineering discipline, which changed the company's understanding of quality and how they incorporate quality practices into projects. This change in understanding and approach enabled us to maintain a high standard of quality from discovery to launch and ensure that we built the right things the right way.
- Managed QA engineers through day-to-day mentoring and long-term career growth, which equipped them with the ability to lead quality & testing on project teams, understand how to balance multiple projects with competing priorities, and deepen their knowledge of accessibility practices.
- Partnered with all disciplines to introduce, refine, & coach on QE concepts & processes, which fostered a whole-team quality approach and enabled us to take on more complex challenges.

Release Manager

Sept. 2019 - Nov. 2019

Jama

- Partnered with ops, engineering, & product teams to refine release management processes, which decreased the amount of time needed to prepare for monthly product releases, reduced overall churn, and increased capabilities for cross-team collaboration.

QA Lead

June 2018 - Sept. 2019

Vacasa

- Refined policies & process across the engineering department, which increased cross-team communication and reduced cross-team regressions, and led to more stable releases with fewer production rollbacks.
- Mentored embedded QA engineers to help them troubleshoot technical challenges and level up their quality & testing skills by pairing on new techniques.
- Created & launched incident response runbook, which enabled smoother onboarding to response teams during incidents, made it easier to engage relevant stakeholders across the company, and decreased time to resolution.

QA Engineer

March 2016 - June 2018

Metal Toad

- Established quality engineering practices for the engineering department, which allowed the company to include quality engineering as a selling point to clients for new and repeat business.
- Improved developer experience by creating flexible sprint workflows that enabled all members of the team to easily understand the current state & ownership of work at any given time. This reduced churn, increased sprint velocity, and enabled better communication and collaboration between roles.
- Led feature testing for web & mobile products across three cross-functional engineering teams.

Angela Riggs

Education

Portland Code School

2015

JavaScript Bootcamp

University of Central Florida

2013

Bachelor of Science, Elementary Education

Competencies

- Change management
- Communication
- Process improvements
- Accountability
- Compassion
- Coaching & teaching
- Incident response
- Adaptability
- Technical writing
- Accessibility
- iOS & Android testing
- Agile scrum
- Test automation
- Git/GitHub
- Continuous integration
- Release management

Public Speaking

- 2020: TSQA, Test Leadership Congress, STPCon Virtual
- 2019: STP webinar, Mabl webinar, Refactor, CAST, Ministry of Testing podcast, TestBash San Francisco
- 2018: PNSQC, TestBash San Francisco