

**BIANCA TRINKENREICH, Ph.D.**

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Living in Scottsdale, Arizona, USA

**Work authorizations:**

**USA (EB2-NIW - Green Card), EU (citizen), Brazil (citizen)**



### Research and Data Analytics

- Planning, manipulation, and analysis of survey questionnaires, focus groups and interviews
- Development of statistical models that provide insights into the user experience (UX), developers experience (DevEX) and facilitate the adoption of novel collaborative practices.
- Applied Machine Learning models for predictions on teams sustainability, performance and productivity (e.g., Attrition, Software Delivery Velocity, and Stability)
- In-depth qualitative analysis
- Storytelling, authoring papers, and presentation of insights
- Grant proposals for research projects

### Technical IT Project Management

- Migration of infrastructure and applications to Azure and AWS cloud
- Azure Application Insights to monitor application performance, diagnose incidents for their underlying causes, and optimize cloud resource utilization through effective elasticity planning.
- Software Development Life Cycle (SDLC)
- RFP/RFI writing to select and hire outsourcing vendors
- Capable of handling incidents with a customer-first focus
- Change and transition management, problem-solving, and conflict management
- OKRs design and strategies
- Project Management Office standards, governance, and training
- Experience in IT for different industries (Oil & Gas, Finance, Education, Retail, Healthcare)

### Tools/Skills

- Human Factors on Software Engineering, Computer-Supported Cooperative Work
- Data manipulation using Python and Pandas
- Structural Equation Modeling (SEM), Mediation, Moderation, and Multi-group analysis
- Applied Machine Learning using sklearn, Decision Trees, Logistic Regression, and Cluster Analysis
- Qualitative Analysis using Atlas TI for Grounded Theory, Thematic Analysis
- Quantitative Analysis using R, Python, and Smart-PLS
- Public Presentations and Content writing
- DevOps DORA Research and Capabilities
- Jira, MS Project for project and activities tracking

### Certifications

- Project Management Professional (PMP)
- ITIL v2 and v3: IT Service Management Foundation

- AWS Certified Cloud Practitioner.
- Linux Foundation Research Contributor
- Qualitative Research Methods: Conversational Interviewing (Massachusetts Institute of Technology)

## Education

Title	Graduation Year	Institution
<b>P.h.D. in Computer Science</b>	2022	Northern Arizona University
<b>M.Sc. in Computer Science</b>	2016	Federal University of the State of Rio de Janeiro (UNIRIO), Brazil
<b>M.B.A. in Computer Science</b>	2012	Federal University of Rio de Janeiro (UFRJ), Brazil

## Professional experience

Institution	Period	Position
<b>Globant, USA</b> Digital Performance Studio	2022-2023	Research Scientist 2
<b>Northern Arizona University (NAU), USA</b> School of Informatics, Computing and Cyber Systems	2019-2022	Graduate Research Assistant
<b>Vale S/A, Brazil</b> IT Services	2011-2019	Senior IT Service Delivery Manager
<b>Rede D'Or Health Care, Brazil</b> Project Management Office	2010-2011	Senior Technical IT Project Manager
<b>Cyberlynxx S/A</b> Project Management Office	2005-2010 2000-2005	Senior Technical IT Project Manager Senior System Admin

## Invited Talks

Event	Year	Talk
Open Source Summit Europe	2023	Do I Belong? Investigating Belonging in Open Source through the Sense of Virtual Community
The Linux Foundation Member Summit	2022	Pots of Gold at the End of the Rainbow: What Is Success for Open Source Contributors?
DevOpsDays Washington DC	2022	Burnout Risk as Both an Outcome and a Mediator
Open Source Summit North America	2022	Women's Participation in Open Source
Federal University of Mato Grosso do Sul	2022	Panel of Diversity & Inclusion (Empathy and Resilience) Professional Development Week for Computing
Open Forum Europe	2021	A diverse set of OSS contributors and their different pots of gold
Linux Plumbers Conference	2021	Understanding motivations, goals and challenges faced by the Linux Kernel contributors

	2021	Panel of Diversity, Equity & Inclusion micro conference.
Pontifical Catholic University of Rio Grande do Sul (PUC-RS)	2023	Guest Lecturer
Northern Arizona University	2022-23	
Federal University of Technology Parana	2022-23	

## Volunteering

Service Type	Year	Institution
Steering Committee Member	2023	<a href="#">The Linux Foundation</a> Software Developers Diversity and Inclusion
Organizing Committee	2023	<a href="#">MSR 2024 - Publicity and Social Media Co-Chair</a>
Program Committee	2021-2024	<a href="#">SANER 2024 - Technical track</a> MSR <a href="#">2023</a> and <a href="#">2024</a> - Technical track <a href="#">ESEM 2022 and 2023 Registered Reports track</a> <a href="#">ICSE 2023 - Demo track</a> <a href="#">SBES 2023 - Insightful Ideas and Emerging Results Track</a> <a href="#">ASE 2022 - Late Breaking Results track</a> <a href="#">EASE 2022 - Vision and Emerging Results track</a>

## Awards

Award Name	Year	Institution
Distinguished Reviewer Award	2023	MSR
Distinguished Paper Award	2023	International Conference on Software Engineering (ICSE) - Technical Track
Best Paper Award	2022	International Conference on Software Engineering (ICSE) - Software Engineering in Society
Outstanding Graduate Student Award	2021	Northern Arizona University
Graduate Student Government Poster Symposium Conference	2021	Northern Arizona University
Student Research Competition (Finalist)	2021	ICSE Student Research Competition
Research and Creative Activity (RCA) Award (Nominated)	2021	Northern Arizona University
Honored Mention Paper Award	2020	Computer Supported Cooperative Work (CSCW)
Best Paper Award	2020	International Symposium on Open Collaboration

Best Paper Award	2018	Software Quality Brazilian Conference (SBQS)
Best Master Thesis (Finalist)	2017	Software Quality Brazilian Conference
Best Paper (Indicated)	2015	International Conference on Product-Focused Software Process Improvement (PROFES)
Best Paper Award	2014	Workshop for software and services Quality improvement (WAMPS)

## Peer Reviewed Publications

★ – indicates well-ranked/high-visibility venues in my area

- Magazine Papers

★ **TRINKENREICH, B.**, GEROSA, M., STEINMACHER, I. (2022). Women in Open Source: We Need to Talk About It. *IEEE Computer*, 55(12), 145-149.

- Journal Papers

★ 2023 SANTOS, F., VARGOVICH, J., **TRINKENREICH, B.**, SANTOS, I., PENNEY, J., BRITTO, R., ... GEROSA, M., "Tag that issue: Applying API-domain labels in issue tracking systems" *Empirical Software Engineering EMSE*

★ 2022 **TRINKENREICH, B.**, WIESE, T., GEROSA, M., SARMA, A., STEINMACHER, I., Women's Participation in Open Source Software *ACM Transactions of Software Engineering and Methodology (TOSEM)*

★ 2021 **TRINKENREICH, B.**, GUIZANI, G., WIESE, I., CONTE, T., GEROSA, M., SARMA, A., STEINMACHER, I., "Pots of Gold at the End of the Rainbow: What is Success for Open Source Contributors?", *IEEE Transactions of Software Engineering (TSE)*

★ STEINMACHER, I., BALALI, S., TRINKENREICH, B., GUIZANI, M., IZQUIERDO-CORTAZAR, D., ZAMBRANO, G., GEROSA, M., SARMA, A., "Being a mentor in Open Source projects", *Journal of Internet Services and Applications*

★ 2018 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, 2018, "SINIS: A GQM+Strategies-based Approach for Identifying Goals, Strategies and Indicators for IT Services". *Information and Software Technology*, v. 100, p. 147-164.

\* 2015 **TRINKENREICH, B.**, SANTOS, G., "Evaluation of measurement process on a Global Organization under the light of MR-MPS-SV maturity model ", *iSys Brazilian Journal of Information Systems*, vol 8 issue 2: pp. 58-77.

- Conference and Workshop Papers

★ 2023 **TRINKENREICH, B.**, STOL, K., SARMA, A., GERMAN, D., GEROSA, M., STEINMACHER, I. "Do I Belong? Modeling Sense of Virtual Community Among Linux Kernel Contributors". 45th *ACM/IEEE International Conference on Software Engineering (ICSE) - Technical Track (Distinguished Paper Award)*

★ 2022 **TRINKENREICH, B.**, STOL, K., STEINMACHER, I., GEROSA, M. SARMA, A., LARA, M., FEATHERS, M., ROSS, N., BISHOP, K. "A Model for Understanding and Reducing Developer Burnout". 45th *ACM/IEEE International Conference on Software Engineering (ICSE) - Software Engineering in Practice (SEIP) Track*

★ 2022 SANTOS, F., **TRINKENREICH, B.**, PIMENTEL, J. F., WIESE, I., STEINMACHER, I., SARMA, A., GEROSA, M. A. "How to choose a task? Mismatches in perspectives of newcomers and existing contributors". *16th ACM/IEEE International Symposium on Empirical Software Engineering and Measurement (ESEM)*

★ 2022 **TRINKENREICH, B.**, STEIMACHER, I., GEROSA, M., FEATHERS, M., BISHOP, K., LARA, M., ROSS, N., SANCHO, E., SARMA, A., "Organization culture and burnout in software development teams". *16th ACM/IEEE International Symposium on Empirical Software Engineering and Measurement (ESEM) – Industry Forum*

- ★ 2022 GUIZANI, M., **TRINKENREICH, B.**, CASTRO-GUZMAN, A. A., STEINMACHER, I., GEROSA, M., & SARMA, A., "Perceptions of the State of D&I and D&I Initiative in the ASF" *IEEE/ACM 44th International Conference on Software Engineering (ICSE) - Software Engineering in Society (SEIS) Track*
- ★ 2022 **TRINKENREICH, B.**, BRITTO, R., GEROSA, M., STEINMACHER, I., "An Empirical Investigation on the Challenges Faced by Women in the Software Industry". *IEEE/ACM 44th International Conference on Software Engineering (ICSE) - Software Engineering in Society (SEIS) Track – (Best Paper Award)*
- ★ 2021 GUIZANI, M., CHATTERJEE, A., **TRINKENREICH, B.**, MAY, M. E., NOA-GUEVARA, G. J., RUSSELL, L. J., ... & SARMA, A., "The Long Road Ahead: Ongoing Challenges in Contributing to Large OSS Organizations and What to Do." *24th Computer Supported Cooperative Work (CSCW)*
- ★ 2021 **TRINKENREICH, B.**, "Please Don't Go - Increasing Women's Participation in Open Source Software". *Student Competition of the 43rd International Conference on Software Engineering (ICSE) (Finalist)*
- ★ 2021 **TRINKENREICH, B.**, "Please Don't Go - Comprehensive Approach to Increase Women's Participation in Open Source Software". *Doctoral Symposium of the 43rd International Conference on Software Engineering (ICSE)*
- ★ 2021 GEROSA, M., WIESE, I., **TRINKENREICH, B.**, LINK, G., ROBLES, G., TREUDE, C., STEINMACHER, I., SARMA, A., "The Shifting Sands of Motivation: Revisiting What Drives Contributors in Open Source". *43rd International Conference on Software Engineering (ICSE) Technical Track*
- ★ 2021 SANTOS, F., WIESE, I., **TRINKENREICH, B.**, STEINMACHER, I., SARMA, A., GEROSA, M., "Can I Solve It? Identifying APIs Required to Complete OSS Tasks". *Mining Software Repositories (MSR) Technical Track*
- ★ 2020 **TRINKENREICH, B.**, GUIZANI, M., WIESE, I., SARMA, A., STEINMACHER, I., "Hidden Figures: Roles and Pathways of Successful OSS Contributors". *23rd Computer Supported Cooperative Work (CSCW) – (Honored Mention Paper Award)*
- ★ 2020 BALALI, S., ANNAMALAI, U., PADALA, S., **TRINKENREICH, B.**, GEROSA, M., STEINMACHER, I., SARMA, A., "Recommending Tasks to Newcomers in OSS Projects: How Do Mentors Handle It?". *16th International Symposium on Open Collaboration. (Best Paper Award)*
- \* 2019 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., CONTE, T., "Combining GQM+Strategies and OKR - Preliminary Results from a Participative Case Study in Industry". *20th International Conference on Product-Focused Software Process Improvement (PROFES)*
- \* 2018 FERREIRA, E., **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., "Using SINIS and GQM+Strategies to Align Organizational Goals and Service Level Agreement Indicators". *17th Software Quality Brazilian Conference (SBQS), Curitiba, Brazil (Best Paper Award)*
- ★ 2018 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., CONTE, T., "Defining, Measuring and Monitoring IT Service Goals and Strategies Practical Results and Pitfalls from a Qualitative Study in Industry". *12th Empirical Software Engineering and Measurement (ESEM)*
- ★ 2017 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., CONTE, T., 2017, "Eliciting Strategies for the GQM+Strategies Approach in IT Service Measurement Initiatives". *11th Empirical Software Engineering and Measurement (ESEM)*
- \* 2017 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., "SINIS – A method to support defining goals, strategies and indicators for IT Services CTDQS - Competition of Best Thesis and Dissertations about Software Quality – *16th Software Quality Brazilian Conference (SBQS) (Finalist)*
- \* 2015 **TRINKENREICH, B.**, SANTOS, G., BARCELLOS, M., "SINIS - A Method to Select Indicators for IT Services", *16th International Conference on Product-Focused Software Process Improvement (PROFES)*, Bolzano, Italy, pp. 68-86 *(Indicated for Best Paper Award)*
- \* 2015 **TRINKENREICH, B.**, SANTOS, G., "Evaluation of incident management process under the light of MR-MPS-SV maturity model and measurement to support IT Service quality improvement", *14th Software Quality Brazilian Conference (SBQS)*
- \* 2015 **TRINKENREICH, B.**, SANTOS, G., CONFORT, V., SANTORO, F., "Toward using Business Process Intelligence to Support Incident Management Measures Selection and Service Improvement". *27th International Conference Software Engineering Knowledge Engineering (SEKE)*

\* 2015 TRINKENREICH, B., SANTOS, G., BARCELLOS, M., “Measures to Support IT Service Maturity Models – A Systematic Mapping Study”, ***17th International Conference on Enterprise Information Systems (ICEIS)***

\* 2015 TRINKENREICH, B., SANTOS, G., “Measures to Support IT Service Maturity Models – A Case Study”, ***17th International Conference on Enterprise Information Systems (ICEIS)***

\* 2014 TRINKENREICH, B., SANTOS, G., “Evaluation of measurement process for incidents, continuity and availability management under the light of MR-MPS-SV maturity model”, ***10th Annual workshop for software and services Quality improvement (WAMPS) (Best Paper Award)***