Bianca Trinkenreich, Ph.D.

5404 Cortland Blvd, apartment 244. Flagstaff – Arizona. Zip 86004 – United States
Phone: (+1)5204705822 - e-mail: biancatrink@gmail.com

EDUCATION

Ph.D. - Computer Science (graduated w/ distinction): Northern Arizona University (2022)
Master's Degree Computer Science (graduated w/ honors): IT Services Measurement: UNIRIO (2016)
MBA: Software Quality Assurance – UFRJ (2011)
TOEFL 102 grade obtained in 2018.

PUBLICATIONS

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

Journal Papers

★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.

Peer-Reviewed Conference and Workshop Papers

★ **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**)

★ **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) SEIS

★ 2022 **TRINKENREICH, B.**, BRITTO, R., GEROSA, M., STEIMACHER, I., "An Empirical Investigation on the Challenges Faced by Women in the Software Industry". IEEE/ACM 44th International Conference on Software Engineering (ICSE) SEIS 2022 – (**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". Finalist of <u>Student Competition</u> of the 43rd International Conference on Software Engineering (ICSE)

★ 2021 **TRINKENREICH, B.**, "Please Don't Go - Comprehensive Approach to Increase Women's Participation in Open Source Software". <u>Doctoral Symposium</u> 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)

★ 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)

★ 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) **(Top 3 finalist of Best MSc Thesis Award)**

★ 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**)

SERVICE

- INVITED TALKS
    - The Linux Foundation Member Summit – Nov/2022– Pots of Gold at the End of the Rainbow: What Is Success for Open Source Contributors?
    - DevOpsDays Washington DC – Sep/ 2022 - Burnout Risk as Both an Outcome and a Mediator
    - Open Source Summit North America June 21-24 2022 – Women's Participation in Open Source
    - A diverse set of OSS contributors and their different pots of gold at Open Forum Europe, 2021.
    - Refereed talk - Understanding motivations, goals and challenges faced by the Linux Kernel contributors at Linux Plumbers Conference, 2021.
    - Panelist micro-conference at Linux Plumbers Conference, 2021.
    - Panelist at Professional Development Week for Computing - Federal University of Mato Grosso do Sul (FACOM/UFMS), 2021.
    - Co-leader discussion about Women in Open Source Software projects at Software Developer Diversity and Inclusion (SDDI), 2021.
    - Guest Lecture at Federal University of Technology – Paraná (UTFPR), 2021.

- ORGANIZATION AND REVIEWER FOR INTERNATIONAL CONFERENCES AND JOURNALS
    - Program Commitee of MSR 2023 - Technical Track
    - Program Commitee of ICSE 2023 - Demo Tools Track
    - Program Committee of ASE 2022 - Late Breaking Results track
    - Program Committee of EASE 2022 - Vision and Emerging Results track
    - Shadow Program Committee of MSR 2022
    - Reviewer for Transaction of Software Engineering 2022, Software Quality Journal 2022, IEEE Software 2022, CSCW 2023
- STUDENT VOLUNTEER AT CONFERENCES
    - International Conference on Software Engineering (ICSE), 2021
    - International Conference on Software and Systems Process (ICSSP), 2020
    - International Conference on Software Maintenance and Evolution (ICSME) 2020

OTHER AWARDS

- Outstanding Graduate Student in the School of Informatics, Computing, and Cyber Systems for Spring 2021.
- Finalist of Student Research Competition of International Conference on Software Engineering (ICSE 2021)
- Award for Poster Competition 2021 – "Please Don't Go: Increasing Women in Open Source"
- Award for Best Master Degree – "SINIS: a Method to Select Indicators for IT Services" (SBQS 2015)

CERTIFICATIONS

- PMP: Project Management Professional (since 2009)
- ITIL v2: IT Service Management Foundation (since 07/2008)

- ITIL v3: IT Service Management Foundation (since 09/2013)
- TOEFL iBT: Score 102 (obtained on August 2018)
- AWS Certified Cloud Practitioner - Practice exam

PROFESSIONAL EXPERIENCE

- RESEARCH SCIENTIST 2
  - Company: Globant (2022/present)
  - Apply quantitative and qualitative techniques for improving the productivity, diversity, and inclusion of tech teams; manage research projects; determine the feasibility of goals, objectives, and design of studies.
  - Contribute to the implementation of studies, analysis, and reporting using computing and data science tools.
  - Author/co-author internal or academic publications and presentations.
  - Interact in a collaborative manner with other team members to accomplish organizational goals, and contribute to positive co-worker/customer/investigator relationships through efficient interaction on current grants/projects

- DIVERSITY & INCLUSION RESEARCHER
  - Company: Linux Foundation Research
  - Collect data about practices that work and do not work to increase diversity in OSS
  - Define best practices for Diversity & Inclusion projects in Open Source
  - Run focus groups, interviews and design surveys to collect data
  - Apply quantitative and qualitative methods for analysis
  - Author/co-author white papers and academic publications and presentations
  - https://github.com/sddiproject/deia-best-practices-wg

- GRADUATE RESEARCH ASSISTANT
  - Northern of Arizona University (2019/present)
  - Human-Computer Interaction research about software development, Diversity & Inclusion and Open-Source Software

- IT SERVICE MANAGER AND OPERATIONS
  - Company: Vale S/A (2011/2019)
  - Support of customized applications and native collaboration sites - 50,000 users, 8,000 collaboration sites and customized and high impact applications.
  - IT Outsourcing management of DXC, Avanade, Microsoft and Capgemini.
  - Azure and AWS cloud environment - IaaS and PaaS
  - Operations manager of Office365 (SaaS Messaging)
  - RFP writing for outsourcing service global management
  - Design of cloud governance - procedures, checklists, migration and updates planning and indicators to attend business goals
  - Capacity management and planning based on elasticity and benefits of cloud.
  - Change and transition management, patching, updates and upgrades projects considering minimum impact to business
  - Periodic conformity reviews of environment best practices
  - Measurement and control of service quality indicators and SLAs
  - Member of Continual Service Improvement team for all Vale S/A IT Services

- PMO AND IT PROJECT MANAGER
  - Company: Rede D´Or Hospitals and Health Care (2010/2011)
  - Standards, processes, checklists, and documents templates for project managers
  - IT Project Management to support health care

- o Integration processes with health plans.
- o Restructuring of service user support, including process review, services catalog based on ITIL best practices, training, and deployment of ELLEVO application.

- **IT PROJECT MANAGER AND INFRASTRUCTURE TEAM MANAGER**
  - o Company: Cyberlynxx LTDA (2000/2010)
  - o Project management of infrastructure and software development projects, including business analysis of the engineering, auditing, infrastructure, HR, finance, travel, IT, security, and operations. Steady-state management for mail, applications, databases, SLA and performance reports and indicators.
  - o Consultant at TBG, Petrobras, Avipam, Ulhoa Corner, TBG, Prudential Brazil, Mongeral, Icatu Holding Icatu Hartford, Schahin Engineering, SESC, ONS, BrasilCap, U & M Mining, MRS, among others