

# Shaquasia L. Constantine

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## PROFESSIONAL EXPERIENCE

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**AVANGRID** (*#1 Leading Sustainable Energy Delivery Company*)

Rochester, NY

**Lead Programmer - Digital Transformation**

Mar 2023 – Present

- Architect and deliver custom Microsoft Power Platform solutions, leveraging Canvas Apps, Model-Driven Apps, and Power Automate flows to maximize productivity, efficiency, and cost savings for over 10,000 employees across multiple regions globally. Pioneered new “auto-save” feature within first week of joining the team.
- Create high-quality, secure, and performant software solutions by applying agile methodologies and programming languages such as C#, JavaScript, and TypeScript, capitalizing technologies such as SQL Server, Power BI, and Common Data Service, while adhering to established coding standards and best practices.
- Implement software solutions with precision and efficiency, exploiting DevOps tools such as Azure DevOps, GitHub, and Azure Pipelines to deploy applications to production environments and manage changes across environments.
- Identify and resolve technical issues for end-users, utilizing monitoring and alerting tools to troubleshoot and troubleshoot problems efficiently.
- Empower training activities for application users and trainers, applying instructional design methodologies and Jira for project management, resulting in successful training initiatives and enhanced communication and collaboration.

**UTEST**

Rochester, NY

**Software Quality Assurance Tester**

Jan 2022 – Mar 2023

- Formulated and executed comprehensive testing methods and techniques, to ensure the delivery of 20+ high-quality software products.
- Collaborated with project teams to enact advanced quality control and assurance methodologies, improving the efficiency and effectiveness of the software development process.
- Offered manual and automation testing services across industries, exercising advanced testing tools, including regression and user acceptance testing, to ensure the timely rendering of high-quality products.
- Composed detailed bug reports and worked closely with testing team leads and managers to identify and resolve issues throughout the Software Development Lifecycle.

**UNITED WAY OF GREATER ROCHESTER**

Rochester, NY

**System Administrator**

Apr 2021 – Mar 2023

- Administered a wide range of technologies, including Microsoft 365, Salesforce, Slack, Andar, and e-Cimpack, for the entire organization, ensuring seamless integration and maximum utilization.
- Spearheaded the successful implementation of Salesforce Marketing Cloud, which accelerated donor engagement by 90%, resulting in a 15% growth in donations and a 25% increase in donor retention.
- Demonstrated exceptional technical knowledge and proficiency in managing and configuring Salesforce, modernizing Apex to establish customized applications for departments, tripling staff productivity rates, and significantly reducing data errors and redundancies.
- Effectively managed and resolved IT support issues in a fast-paced environment, acting as Tier 1 help desk, with 5-star reviews.

## OTHER EXPERIENCES

**Epic Physician Support Specialist, University of Rochester**

May 2019– Apr 2021

**Lead Patient Registration Associate, Highland Family Medicine**

Mar 2015– May 2019

## EDUCATION

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**MONROE COMMUNITY COLLEGE**

Rochester, NY

*Associate of Science, Computer Science*

Aug 2020

## OTHER

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**Languages:** C#, Java, Python, Javascript, SQL/PostgreSQL, R

**Technologies/Frameworks:** Azure, Agile, Git, Linux, .NET, Node.js, React.js, jQuery, HTML, CSS, Bootstrap, PowerBI, Tableau, ServiceNow, Salesforce, Scrum, Microsoft Power Apps, Power Automate, Dynamics 365, SharePoint, MongoDB

**Certifications:** Certified Scrum Master, Microsoft Power Platform Fundamentals, Responsive Web Design