

Elizabeth Zagroba: Leader, Questioner, Tester

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Versatile individual contributor who transcends organizational boundaries to ask the right questions, solve problems, and build software cooperatively.

United States citizen; Dutch permanent resident with right to work in the EU.

Work Experience

Mendix | low-code software platform in Rotterdam, The Netherlands

Quality Lead (7 teams, +50 teams from Aug. 2023) Oct. 2021 – present

- Saved 150+ engineers 2+ hrs every 90 days by fixing expiring password on test data
- Promoted for ability to see the bigger company context beyond role boundaries
- Identified & filled gaps in knowledge transfer through guilds, documentation, integration & exploratory testing, career support, leadership book club, lean coffee
- Paired to onboard junior tester to team with Kafka, C#, Go, Python tech stack
- Maintained Python script for ~20 teams to test & deploy ~50 apps via gitlab pipelines
- Developed test strategy workshop to identify concrete process improvement steps
- Facilitated story slicing workshop resulting in smaller, releasable stories at refinement
- Created and publicized value stream map from customer acquisition, through product use crossing 7 development teams, to maintenance, updates & customer support
- Organized internal conferences to share knowledge & feedback about our own products

Senior Test Engineer (+ Team Lead from Apr. 2020) May 2018 – Sept. 2021

- Built skills in others through pairing, mob/ensemble, code review, and in mentor role
- Wrote feature-level API tests using the Python requests library; wrote spec in OpenAPI
- Advocated for, amplified, and connected work within & among teams as servant leader
- Uncovered risks and information about the system through exploratory testing
- Guided lean, iterative development on my team, through guilds, and informal networks
- Hired and onboarded 7 people as unit tripled in size in a year amidst a global pandemic
- Brought in knowledgeable workshops to reinforce and improve quality on all teams

Medidata Solutions | clinical trial software platform in New York, USA

Senior Test Engineer I (+II from Feb. 2018) Nov. 2016 – Apr. 2018

- Coordinated communication and pair testing sessions with London and San Francisco teams to establish API contracts for the integration of their products
- Pair tested with teammates, interview candidates, and on compatibility testing project
- Wrote bi-weekly test reports to illuminate priorities and blockers to stakeholders

Huge Inc. | digital agency in New York, USA

QA Analyst

April 2015 – Oct. 2016

- Explored applications & determined priorities among internal, external, offshore teams
- Evangelized about mind maps for visualizing coverage and improving communication

New York Public Radio | listener-supported radio stations in New York, USA

Quality Assurance Manager

Sept. 2011 – Mar. 2015

- Explored and tested all changes to web, iOS & Android apps from a 16-person team for million of users, including cross-domain login and platform upgrade projects
- Managed JIRA database; became point person for existing backlog and writing tickets

Online Producer

Oct. 2009 – Aug. 2011

- Juggled competing priorities for four teams/five managers; taught users new workflows

Professional Community Contributions

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|---|-----------------------|
| • Friends of Good Software co-organizer | 2019 – present |
| • Agile Testing Days, HUSTEF, Agile2020 program committee | 2017 – present |
| • Conference speaker (complete list on my Speaking page) | 2016 – present |
| • Peer conferences: LLEWT, DEWT, BREWT, ET19 | 2018 – present |
| • Blog on testing and leadership at elizabethzagroba.com | 2014 – present |

Competencies & Skills

- **Testing:** API testing, Playwright, exploratory testing, bug advocacy, test strategy, quality coaching, mob/ensemble testing, accessibility testing, bug reporting, curiosity
- **Software development:** Python, OpenAPI, yaml, Mendix, gitlab, developer tools, Markdown, maintaining pipelines, improving code review, collaborating on architecture diagrams and decision records, troubleshooting, agile, lean, Trello, JIRA
- **Working with people:** time management, onboarding, career coaching, collaboration, conflict resolution, communicating in different ways, Miro
- **Native English speaker:** writing, editing, note-taking, restating more simply

Awards

- Impact, Accessibility Guild at Mendix **2023**
- Own It nomination, 600+ person R&D department at Mendix **2022**
- Excellence, 500+ person R&D department at Mendix **2020**
- 2nd place Software Testing World Cup, North American Final **2016**
- Collaboration, 150+ person technology department at Huge Inc. **2015**

Trainings & Courses

- Dutch language courses (B1 intermediate) **2018 – 2024**
- Problem Solving Leadership (Esther Derby & Don Gray) **2023**
- BBST Test Design (Altom) **2021**
- Test Leadership Workshop (Fiona Charles) **2020**
- Advanced Test Strategy Workshop (Fiona Charles) **2020**
- Python for Testers (Kristoffer Nordström) **2019**
- Getting a Grip on Exploratory Testing (James Lyndsay) **2018**
- Rapid Software Testing (Paul Holland) **2017**
- Inspired Change Leadership (Selena Delesie) **2015**
- BBST Foundations (Association for Software Testing) **2014**
- Bug Advocacy (Association for Software Testing) **2014**

University Education

B.A. in Mathematics, Summa Cum Laude **2005 – 2009**
Colby College in Maine, USA

Interests

tea, biking, gardening, Dutch language, train travel, piano, puns, podcasts, moonwalking

Languages

- English (native speaker)
- Dutch (B1 intermediate)
- French (high school, very rusty)