JESS FORTIER
she / her / hers

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CORE WORKING PHILOSOPHIES

- Servant leadership that strives for psychological safety;
- Cultivating high-trust teams where mistakes == growth;
- Transparent & constructive communication in all matters;
- Aligning passions with deliverables to nurture new skills;
- Proactively prioritizing diversity, equity, and inclusion.

TECHNICAL PROFICIENCIES

- Python, Java, Kotlin, Javascript, Typescript, Ruby, PHP;
- Node, React, Mocha, Chai, Cypress, Selenium WebDriver;
- Data pipelines, test pipelines, Jenkins, GitHub Actions;
- Agile software development methodology, test strategy;
- Integration, automation, & application development.

WORK HISTORY

Streem, Inc. // Frontdoor Home   Software Engineer   **October 2020 - September 2022**
- Collaborated on the design, documentation, communication, and rollout of org-wide software development process changes to improve product stability during concurrent dev and research initiatives after a major growth event
- Performed in-depth investigations of a data pipeline spanning Twilio rooms, Postgres databases, and Amazon S3 buckets using internal and external APIs, custom python tools, log analysis via DataDog, and direct inspection via SQL
- Implemented a proof-of-concept React application for visualizing highly dimensional data to better assess gaps in test coverage across a complex matrix of devices, platforms, and browsers for multi-participant video calls
- Established standards for ticket-level testing, provided training on those standards to development teams

Left Coast Financial Solutions   Chief Technology Officer   **June 2019 - March 2020**
(Note: I continued to consult on business & technical initiatives March 2020 - March 2022 with approval from Streem COI staff)
- Managed contract technologists on devops, full stack development, IT infrastructure, and brand identity projects
- Held weekly 1:1s with reporting and collaborating technologists to address goals, concerns, and working styles
- Continuously identified milestones for internal & customer-facing technology roadmaps; contributed to their completion
- Devised and executed hiring roadmap consistent with growth needs and expertise gaps
- Performed data collection and market research to identify out-of-box and custom solutions for internal automation needs
- Established Jira-based task tracking for all teams, including non-technical BSA Compliance and Account Services groups
- Tested and troubleshot AWS Lambda functions integrated with Jira and open-source banking software Cyclos
- Defined, refined, documented, and integrated best practices for software development and customer PII protection
- Addressed disability accommodation requests and established process for submitting and responding to subsequent requests

Cylance, Inc.   **January 2016 - June 2019**
(Note: Acquired by BlackBerry Corporation in February 2019; continued as the BlackBerry Cylance Business Unit thereafter.)

Senior Security Automation & Orchestration Engineer   March 2018 - June 2019
- Developed custom integrations and scripts for tools which Demisto did not yet fully or satisfactorily support
- Designed and constructed scheduled jobs to fully automate and report on various regular housekeeping tasks
- Defined and implemented process for security automation requests, tracking, and prioritization
- Completed Cylance Management Essentials Certification training coursework

End-to-End Product Quality Lead   April 2017 - February 2018
- Held 1:1s with teammates to explore feedback on process and opportunities for growth into subject matter expertise
- Co-authored a performance improvement plan for a teammate, supervised adherence to the PIP, held weekly check-ins
- Designed and hosted game-based activities for cross-training and team-building
- Guided development process, established test standards for greenfield project through productization, rearchitecture
- Owned end-to-end quality upon integration into product ecosystem through test design, execution, reporting, response
- Provided tailored training on both architectures for varied audiences including tier 1 support, data science

Senior Quality & Test Automation Engineer   January 2016 - March 2017
- Contributed to python automation framework for generating and verifying forensic data throughout the data pipeline
- Participated in configuration, maintenance, and improvement of automated test pipeline Jenkins jobs
- Led team through feature release to improve feature coverage, platform/compatibility coverage, automation stability

Early Career

Marin Software   Software Quality Engineer   **February 2015 - December 2015**
- Maintained and expanded an existing Java Selenium automation framework in response to new features
- Redesigned regression tests in anticipation of a new OLAP pipeline leveraging Presto atop HBase and Solr
- Ensured health of traditional and near-realtime Solr operations and RESTful APIs in two distinct pipelines
- Implemented python scripts to consolidate performance data from component logs in lieu of Kibana support

NAVEX Global   Quality Assurance Engineer   **September 2014 - December 2014**
- Developed a C# Selenium automation framework prototype against a user management app and its integration points
- Owned testing and quality standards for a quarterly release of the user management app common to all products
- Improved development cycle transparency with changes to test planning and automation development

Webtrends   Quality Assurance Engineer II   **June 2013 - September 2014**
- Led continued development of an established C# Selenium automation framework to improve reporting value
- Owned features from inception to delivery to ensure that design, implementation, and testing met quality standards
- Established and maintained valid testing environments consisting of multiple servers and interdependent components
- Delegated to, trained, and collaborated with a testing team in China to expedite results and increase test coverage
- Introduced Agile and QA process and a new Groovy Selenium automation framework for a rapid-release Rails app

Other Experience

Emerging Leaders   Industry Mentor   **2020 Annual Session**
Technology professionals are matched with current students and recent graduates from underrepresented backgrounds. Mentors and mentees meet at least monthly during the 12-month partnership to review resumes, practice interviewing, answer questions about the industry, share strategies for challenging & overcoming bias, and support early career growth.

IEEE PSU Student Chapter   Mock Interviewer, Software Engineering   **June 2019**
Local engineering professionals volunteer to conduct mock interviews (behavioral and technical) of 5 Maseeh College of Engineering students, matched by volunteer industry and student area of study.

Huskies@Work   Alumnus Adviser   **2018, 2019, 2020 Sessions**
Alumni professionals are matched with current UW students in their Junior or Senior year of study for a one-time question & answer session about working in their field and navigating their industry with shared backgrounds.

Education

Master of Science   **Portland State University**
Computer Science   September 2011 - August 2015
Specialty: Programming Language Design & Applications
Specialty: Intelligent & Adaptive Systems (Artificial Intelligence and Machine Learning)

Bachelor of Science (Dual Degree)   **University of Washington – Tacoma**
Computing & Software Systems   September 2008 - March 2011
Computer Engineering & Systems   Minor: Mathematics

Associate of Arts & Sciences   **Tacoma Community College**
Course Focus: Computer & Electrical Engineering   September 2006 - June 2008