JESS FORTIER
she / her / hers

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TOOLING EXPERIENCE

- Git, GitHub, GitHub Projects, Jira;
- GitHub Actions, Jenkins, AWS Lambda;
- AWS Evidently, AWS CloudWatch, Splunk;
- Selenium WebDriver, WebDriver.io, Cypress;
- Python, Java, Ruby, PHP, Javascript, Typescript;
- PostgreSQL, MySQL, SQLite.

TECHNICAL EXPERIENCE

- Integration & automation development;
- Agile software development methodology;
- Technical roadmapping with phased release;
- Establishing technical and process norms;
- Delivery focused team leadership;
- High trust, growth-based people management.

WORK HISTORY

Nava Public Benefit Corporation   Senior Engineering Manager   **November 2022 - Present**

NJ UI – Payments Technical Lead   January 2024 - Present
  - Worked closely with other scrum and contract leads to define and prioritize well-understood Payments functionality
  - Met with stakeholders and other project-internal resources to gather user requirements and technical limitations
  - Maintained an accurate roadmap of small, rapid deliverables to improve velocity and trust with stakeholders
  - Established a well-defined Responsible Engineer practice to create growth opportunities for the team and limit silos
  - Advocated for standardization and optimization of some contract-wide practices to reduce overhead during growth
  - Mentored tech leads of other scrum teams to help with stakeholder management, cross-disciplinary collab, and velocity
  - Managed up to 10 direct reports concurrently; 360 reviews, performance improvement plans, and promotion nomination

NJ UI – Data & Integrations, Emerging Teams Technical Lead   October 2023 - December 2023
  - Took over a team of diverse specialists operating independently without consistent engineering or product leadership
  - Unified several disjoint initiatives into a cohesive end of year goal to demonstrate value to skeptical clients
  - Delivered a month early & established Nava as the only vendor to Prod-launch NJ UI mainframe replacement services
  - Advocated for the move to feature-based scrum teams with project-level Guilds of subject matter experts to support growth
  - Accumulated engineers from other teams as initiatives wound down in preparation for a project-wide reorganization
  - Onboarded this team of more than 20 engineers and nearly 30 total staff to the broader mainframe replacement effort
  - Led tooling access and cohesive norming for the entire megateam to carry standards forward into their 2024 scrum teams
  - Prepared 2024 Q1 roadmaps for all three scrum teams while leads for those teams were still being transitioned or hired

NJ UI – Dynamic Claimant Homepage Technical Lead   April 2023 - October 2023
  - Kickstarted a new scrum team to inherit formerly backlogged product scope, enabling expedited project delivery
  - Worked with leads and ICs to establish team norms around development process and technical best practices
  - Set firm expectations for high communication, collaboration first, and zero tolerance for scope creep
  - Proposed architectural and phased release strategies to accommodate external pivots and release limitations
  - Launched the team's key deliverable on time with all committed scope despite ongoing staffing and timeline changes

Login.gov – In Person Proofing   November 2022 - March 2023
  - Managed up to four direct reports ranging from SWE3 to SWE6, including 360 performance reviews
  - Rapidly onboarded to a hybrid Ruby on Rails and NextJS codebase with a complex frontend workflow engine
  - Developed a lightweight in-house solution to A/B testing and feature flagging allowing for phased release

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
  - Designed, documented, executed regression and feature-level test plans for the product platform, including public APIs
  - Created GitHub Actions workflows to run targeted automated regression tests on-branch and summarize results in PRs
  - 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
  - Reviewed developer test summaries for any coverage gaps and identified integration test cases worth automating

Early Career

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
- Continuously identified milestones for internal & customer-facing technology roadmaps; contributed to their completion
- Established Jira-based task tracking for all teams, including non-technical BSA Compliance and Account Services groups
- Tested and troubleshoot 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

Cylance, Inc.   **January 2016 - June 2019**

(Note: Acquired by BlackBerry Corporation in February 2019; continued as the BlackBerry Cylance Business Unit thereafter.)

Senior Security Orchestration & Automation (SOAR) 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
- 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
- Performed cross-product full stack investigations to determine root cause of defects in forensic endpoint data integrity
- Organized patch releases while preparing test infrastructure for a complete architectural shift in the next major version
- 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

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

Education

Master of Science   **Portland State University**

Computer Science   September 2011 - August 2015

Specialty: Programming Language Design & Applications   Guest instructor

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

Computer science and electrical engineering lab tutor, 2008 - 2010

Associate of Arts & Sciences   **Tacoma Community College**

Course Focus: Computer & Electrical Engineering   September 2006 - June 2008

First place web site in regional ASME technical writing expository website competition, 2007