

ADRIANA CAVAZOS

Houston, TX | adriana.cavazos@gmail.com | <https://adrianacv.com>

SUMMARY

Software Engineer | Technical Account Manager | Business Analyst

Software Engineer with over 10 years of work experience in all phases of the software development cycle (analysis, development, testing, implementation, customer support) and a passion for high quality software.

Creative problem solver with proven analysis, development, testing, and team collaboration skills backed by over 15 projects including both internal and customer facing.

Possess a BSc in Systems Administration Engineering, work experience with agile methodologies.

Skills include: Agile Methodologies | Kanban | Scrum | Full-stack Development | Front-End Development | PHP | JavaScript (ES6) | jQuery | React.js | Node.js | REST | MS SQL | JSON | Functional programming | Git | Gitlab | Graylog | Docker | Linux (Debian) | Atlassian Confluence | Atlassian JIRA | Zendesk | HTML | CSS | DevExpress | Requirements gathering | Solution design | MS Visio | Acceptance Testing | Training | Backlog Grooming | Communication & Collaboration

Languages: English | Spanish | German (Limited)

WORK EXPERIENCE

TECHNOLOGY IMPLEMENTATION SPECIALIST, PNC

02/2022 – Present

- Engage and manage Treasury Management client **API** and other PNC **technology implementations**.
- Drive **API implementations** from start to finish until clients are in production.
- Manage and troubleshoot customer reports and recommend solutions on a timely manner using various tools and technologies: **Apigee, OpenShift, Postman, SQL, JSON, REST APIs**.
- Collaborate with cross-functional teams to support clients and resolve technical and implementation issues.
- Maintain project plans and checklists for Product API implementations.
- Gather **feedback** from clients and suggest **improvements** to the product offerings.
- **Document** internal procedures for training and auditing purposes: **Confluence, SharePoint**.
- Analyze patterns and repeated issues to suggest new features or enhancements to the platform.

TECHNICAL ACCOUNT MANAGER, BBVA Open Platform

08/2020 – 09/2021

- Collaborated with cross-functional teams and clients to guide the **API Implementation** of the OP product.
- Troubleshot customer reports and recommended solutions on a timely manner using various tools and technologies: **AWS: CloudWatch, Athena, X-Ray; Grafana, Postman, JSON, REST APIs**.
- Tracked incident reports, service, and new feature requests: **JIRA, Zendesk**.
- Developed and maintained a Help Center for clients to submit tickets and/or self-serve with existing Knowledge Base: **Zendesk Guide**.
- Documented internal procedures for training and auditing purposes: **Confluence**.
- Created and presented monthly reports to upper management: **Zendesk Explore**.
- Triaged and escalated customer issues as appropriate. Provided first-level **technical support**.
- Analyzed patterns and repeated issues to suggest new features or enhancements in the platform.

SOFTWARE ENGINEER, Goodman Mfg Co.

09/2018 – 08/2020

- Full-Stack Developer using modern technologies and **agile methodologies** to deliver user friendly products.
- Developed both front and back-end using **JavaScript (ES6), jQuery, React.js, PHP, Node.js, MS SQL**.
- Deployed applications both manually and automatically: **DevOps, Docker, Jenkins, git**.
- Defined detailed requirements, designed solutions, and tracked items using product management software and skills: **Atlassian JIRA, Confluence, MS Visio, Kanban, Scrum**.
- Provided **training** to team members and users.

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- Collaborated with the **support team** to find the root cause of existing issues, recommended, and implemented solutions.
- Recommended and implemented improvements on existing processes and workflows in **JIRA**.

Representative Projects

- **Downtime Administration**, Achieved a 500% decrease in network chatter and deadlocks produced by simplifying the API logic and adding retry capabilities (PHP, MS SQL, Graylog). Improved performance of report queries by 90% by adding database indexes and restructuring the API logic (PHS, IDERA, MS SQL Server).
- **Incident Report Tracking**, Improved quality of incident reports in at least 30%, by redesigning the reporting application and including API connectors to the Assembly Management System to get the unit information real-time (PHP, JS, jQuery, JSON, REST).

LEAD TEST ENGINEER, Goodman Mfg Co.

12/2015 - 08/2018

- Created test scenarios and defined acceptance criteria. Executed **white-box**, **black-box** and **acceptance testing: MS SQL**. Conducted **software demonstrations** and **training** to diverse stakeholders.
- Documented and tracked test results using **agile methodologies** and tools: **JIRA** and **Confluence**.
- Communicated and collaborated with numerous teams within the organization to **gather requirements** and facilitate the use of the software.
- Implemented and deployed code and configuration changes into multiple production environments (**DevOps**).
- Provided second-level **support** on software issues.
- **Test Case Documentation Strategy**, Improved team's efficiency by creating a test case template. Implemented a better process for gathering requirements and agreeing to test coverage with stakeholders.

PRODUCT OWNER, Epicor Software Corp

10/2014 - 08/2015

- Worked with different clients across North America leading the creation and maintenance of companion products for Eclipse ERP.
- Communicated with stakeholders (customers, development team, and product managers), wrote detailed user stories, conducted design meetings and worked closely with the development team to address issues and make decisions about the software (**JIRA**, **Kanban**, **Scrum**).
- **Demonstrated** the applications and conducted **training** sessions with both internal and external stakeholders.
- **Presented** the software products to large audiences during the annual customer meet-up event.
- **Job Management**, Reduced the amount of support tickets after a successful major release of the application including several data-fixing enhancements. Researched the user community and consulted with different customers to generate a prioritized list of features to include in the roadmap.
- **Eclipse Showroom**, Led the ideation, technical development, as well as presentation and training sessions of the mobile app, which empowers salespersons to walk with the customer while capturing and maintaining bids.

QUALITY ASSURANCE ENGINEER, Epicor Software Corp

06/2012 -09/2014

- QA Lead and mentor of web-based Eclipse Job Management product.
- Developed and executed detailed test cases for user stories and bugs.
- **Selenium IDE Script Library**, Significantly reduced time of **acceptance testing** by creating and maintaining a library of automated **Selenium** Scripts (IDE Firefox), which were executed after every minor release.

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SOFTWARE TEST ENGINEER, IIDEA Solutions

08/2011 -05/2012

- Created and executed test cases. Reported bugs with detailed steps to reproduce.
- Managed defects: reported, documented, and tracked using MS Team Foundation Server, VS Test Manager.

EDUCATION

- **Bachelor of Science (BSc) in Systems Administration Engineering**, UANL, FIME, Mexico, 2005 - 2011
- **Study Abroad / Internship in Germany**: University OVGU in Magdeburg, 2008 - 2009

PROFESSIONAL DEVELOPMENT

- **User Experience (UX) Design and Usability Basics**: Usaria, 2015
- **Berlitz Business Communications Solutions – Advanced Series** 2014
- **Scrum Master Certification**: Scrum Alliance, 2013
- **Kanban and Lean Workshop for IT Project Management**: AllSoft, 2012