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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Lisa**  **Walsh**     |  |  | | --- | --- | |  | lisa.cirrincione@gmail.com | |  | 585-750-7409 | |  | Pittsford, NY 14534 | | | SkillsC#, ASP .NetInformixVB.NETAzure DevOpsJavaScriptVisual StudioSQLC/C++SQL ServerSSISOracleAutomated TestingPage Object ModelEducationState University of New York at BrockportClass of 2001*Bachelor of Science*: Computer Science, Software Development, MathematicsGPA: 3.23 | | |  | | --- | | **Professional Summary**  Skilled Software Quality Manager ready to bring 19+ years of experience and take on challenging new Wegmans role. Diligent, forward-thinking and adaptable to dynamic company, customer and project needs. Successful at motivating teams to meet demanding timelines. | | **Work History**  Wegmans Food Markets - Software Quality Manager  Rochester, NY  •  07/2016 - Current   * Manage efforts to test Wegmans software and ensuring delivery of quality products * Implemented an automation strategy for testing and currently executing it into the SDLC * Gained leadership buy-in to bring automated software testing into the organization in order to support quality with speed to market * Shifted team from manual testing to performing manual and automated software testing * Centralized all test scripts into Azure DevOps * Defined standards around best practices within software automation by establishing standard automation tools, programming languages, and frameworks * Established automation roll-out plan to build automated scripts into developments release pipeline using * Defined metrics used for reporting on software automation * Work with development team managers to ensure testing needs are met * Communicates status updates on test efforts * Responsible for developing people * Established new roles within Software Quality as it continuously grows and evolves * Embedded software test engineers within development teams to support each area within development * Established upskilling plan for Software Quality to support automated test efforts * Provides estimates on testing work efforts for projects outside of embedded development teams * Shifted team from testing front-end software to testing back-end systems (API, Database, etc.) * Facilitates continuous improvement efforts within testing * Minimized end to end manual test efforts in Wegpay from 40 manual hours to 2 hours through automated scripts   Wegmans Food Market - ITSS Team Leader  Rochester, NY  •  06/2015 - 07/2016   * Managed First Level Team within the IT support center * Guided team to meet first call resolution of 15% or more incidents called in * Published weekly reports using analytics data within remedy on incident resolution within IT * Setup automated reports for teams within Wegmans through remedy analytics * Worked as Critical Incident Coordinator to bring appropriate teams together to troubleshoot and resolve critical incidents * Published updates on critical issues * Educated team on new applications moving into production to ensure any issues reported could be supported * Established reporting standards for incidents * Implemented chat messaging within the support center to allow customers another avenue for getting reporting incidents   Wegmans Food Markets – Special Assignment, Store Operations  Rochester, NY  •  03/2015 - 06/2015   * Shadowed store department leaders and learned store operations in each department at Mt. Read * Journaled suggestions to IT leadership on IT opportunities within the store for continuous improvement * Shadowed Wegmans restaurants for a week to learn operations within restaurants * Applied learnings within the store to my next position as an ITSS Team Leader   Wegmans Food Markets - Sr. Programmer/Analyst  Rochester, NY  •  12/2012 - 03/2015   * Performed systems tests on software applications * Met with end-users to design and implement specs for future and existing software projects * Designed, implemented, and maintained web services and RESTful API's using C# ASP.Net * Estimated development work efforts * Delegated software tasks to meet project deadlines * Created jobs using SSIS to move consumer data from multiple data sources * Provided test data needed for Wegmans QA and External Vendors * Interfaced with external vendors as the lead developer on projects for Wegmans.com and Wegmans mobile application * Communicated consumer changes to internal departments such as Consumer Affairs and Shoppers Club * Transitioned code developed to support team within Internet Marketing * Worked with multiple IT teams to ensure project tasks were met on time * Collaborated with team members for coming up with technical solutions to meet business needs * Ran all day to day projects related to Wegmans.com and Wegmans mobile application and ensuring that project due dates were met and remained on budget * Communicated status on digital services projects * Worked with external vendors as Wegmans single point of contact for all digital services projects * Worked on continuous improvements with external vendors and Wegmans teams * Worked with key steak holders to prioritize and roadmap any future work related to Wegmans mobile application * Submitted Wegmans mobile application to current Markets (iOS and Android) * Prioritized bugs related to projects with external vendors and data services team * Worked with vendors to get SOW's signed and submitted * Worked with vendors and Wegmans teams to run any turn-over meetings * Ran Wegmans mobile application core team meetings   Wegmans Food Markets - Programmer/Analyst  Rochester, NY  •  09/2009 - 12/2012   * Designed, implemented, and maintained internal software web-based applications for merchandising systems using VB.NET, ASP, HTML, and JavaScript * Troubleshooted and resolved on-call issues on software failures * Worked with end-user to understand issues in order to resolve * Met with end-users to design and implement specs on future and existing software projects * Designed, implemented, and maintained web services using C# ASP.Net that are consumed by Wegmans.com and Wegmans mobile application * Estimated development work efforts * Delegated software tasks to ensure product timelines were met * Created jobs using SSIS to move consumer data from multiple data sources * Setup test data for Wegmans QA and external vendors * Interfaced with external vendors as lead developer on projects for Wegmans.com and Wegmans mobile application * Communicated consumer changes to Consumer Affairs and Shoppers Club * Transitioned code developed to support team * Collaborated with internal IT teams to ensure project tasks were met on time * Collaborated with team members for coming up with technical solutions   Frontier Communications Corp - Sr. Programmer/Analyst  Rochester, NY  •  05/2009 - 09/2009   * Implemented and maintained external web software applications for marketing using C# .NET and JavaScript in Visual Studio 2005 * Maintained and enhanced frontier website * Designed and maintained database schema using Sql Server 2005 * Implemented and maintained stored procedures and views within database * Performed systems tests on software applications * Gathered requirements including business logic and UI specifications from customers * Provided design documentation for web-based applications based on requirements * Wrote and maintained documentation on application before and after its release * Ran software projects as lead developer * On-call support and trouble-shooting to resolve system failures * Deployed new releases for software * Trained end-users on new applications * Maintained application support once released into production   Mindex Technologies, Harris RF Communications - Programmer/Analyst, Consultant  Rochester, NY  •  11/2007 - 05/2009   * Implemented and maintained internal web-based software applications for Information Services using C# .NET and JavaScript * Designed and maintained database schema using SQL Server * Implemented and maintained stored procedures and views within database * Performed systems tests on software applications * Gathered requirements including business logic and UI specifications from customers * Designed UI for web-based applications * Wrote documentation on application before its release * Ran software projects as lead developer * Trained end users on applications * Maintained application support when released into production   Mindex Technologies, Xerox - Programmer/Analyst**, Consultant** Rochester, NY  •  02/2007 - 11/2007   * Implement, and maintain internal web-based software applications for internal DOCS system using C# .NET and JavaScript in Visual Studio 2005 with 2.0 .Net * Design and maintain database schema using SQL Server * Implement and maintain stored procedures and views within database * Performed systems tests on software applications   Wegmans Food Markets - Programmer/Analyst  Rochester, NY  •  06/2005 - 02/2007   * Design, implement, and maintain internal software web-based applications for merchandising systems using VB.NET, ASP, HTML, and JavaScript * Responsible for troubleshooting and resolving on-call issues when the software fails for merchandising systems * This entails fixing the bug or issue and at times interacting with the end-user to resolve the issue at hand * Design, implement, and maintain shell script jobs on UNIX system Perform systems tests on software applications * Responsible for meeting with the end-users to design and implement the specs for future and existing software projects   Impact Technologies - Sr. Software Engineer  Rochester, NY  •  06/2001 - 06/2005   * Design and implement real time software using TCL/TK and C/C++ that enabled delivery of information to end-users through Graphical User Interfaces * Develop web-based applications using CGI/TCL, JavaScript, and HTML * Created databases using MS Access and implement code to access data through ODBC using SQL * Developed client/server software applications that enabled delivery of information to the end-user via sockets with TCL * Prepared and cultivated design documentation prior to implementation * Maintained help credentials for software releases using RoboHelp * Developed installation guides for released software using Install Shield * Performed systems tests * Ran development efforts on software projects as lead developer | |  | |

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