

Matthew Traughber

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Interests

creative human interfaces, web & mobile applications, modern sustainable architecture, systems analysis & design

Work Experience

Software Engineering Manager, Appian [Oct 2021 - Feb 2023]

Release Engineering - Identified SDLC gaps in process and ownership, highlighting the need for relevant metrics and traceability in order to improve product release cadence. Determined integration points and the supporting infrastructure required to enable safer, faster releases through test engineering and CI/CD industry best practices.

Global Operations - Led a dual-focus global engineering team of six, integrating test automation within the release process while facilitating reliability improvements for orphaned product functionality. Concurrently incubated a nascent test engineering team based in India during the formation of the company's first office in the country. Recognized for defining and implementing new infrastructure, onboarding and training workflows for new contract test automation engineers.

Change Agency - Cultivated trust through extensive collaboration with senior leadership, earning their endorsement while navigating a shifting strategic landscape within a matrix organization. Accelerated test automation efforts across strategic business units with championing new process and requirements, executing iteratively towards the plan of record with each product release.

Other assignments included: Senior Test Automation Engineer II

Senior Software Quality Engineer, Red Hat [Nov 2015 - Oct 2021]

DevOps Application Architecture - Designed and developed a novel integration testing platform for company-wide APIs and services, resulting in cross-team adoption and increased productivity via reduced feedback loops. Implemented a new modular project to support various company APIs with building and publishing HTTP clients (OpenAPI) to internal repositories (Sonatype) via Jenkins CI/CD pipelines.

Open Collaboration - Solicited input from department teams to address current and future needs with the new integration testing platform. Supported users with guidance and training on platform use and development. Reviewed project pull requests, providing feedback as needed.

Business Continuity - Refactored multiple legacy test platforms without disruption to existing coverage. Migrated from Oracle MySQL to open source Lightblue (MongoDB) for database connectivity and interaction. Transitioned from existing legacy services to new internal APIs.

Other assignments included: Software Quality Engineer prior to promotion

Test Automation Engineer, Brand Networks [Apr 2013 - Aug 2014]

Data Analytics - Identified new department needs and worked towards implementing specific software solutions to improve the SDLC, resulting in company-wide adoption. Defined standards for testing and test case documentation while coordinating project coverage on numerous mobile devices and desktop systems. Vetted and enhanced submitted issues to improve defect removal efficiency.

Project Leadership - Acted in a quality assurance leadership role for the OPEN Forum (American Express) project. Led daily stand-ups involving product owners and client stakeholders while working with the Scrum team to bring a QE perspective to development tasks. Organized and coordinated internal and external testing activities to establish rapport and build confidence in the quality of code delivered.

Software Development - Assessed multiple test automation options to implement the best-fit solution and train colleagues for usage. Designed and developed a re-usable and maintainable test code structure, adding feature coverage as project development progressed. Integrated automated tests with the CI system to provide a base level of confidence.

Software Test Engineer II, Paychex Inc. [Feb 2011 - Apr 2013]

Holistic System Testing - Created and executed manual system and regression test scripts to ensure business requirements, specifications, and designs were met throughout code changes. Maintained zero test defects identified in UAT or production environments.

Design Analysis - Reviewed data design and business requirements in order to provide critical input during new product development.

Industry Standards - Complied with established testing standards and procedures to ensure process quality and consistency (e.g. change management SOX (Sarbanes–Oxley), version control, defect tracking).

Other assignments included: Software Test Engineer I prior to promotion

Senior Online Services Implementation Coordinator, Paychex Inc. [May 2009 - Feb 2011]

Account Management - Simultaneously implemented multiple high revenue accounts with Paychex web-based time and attendance system; managed \$225k in client revenue since Spring 2010.

Usability Testing - Selected to beta test new software updates prior to release. Acted as a liaison between internal support and client-facing colleagues. Was instrumental in providing needed feedback for development.

Process Automation - Independently developed a program (*scheduleX*) to automate schedule input within the Paychex Time & Labor Online[®] system; responsible for a 2,471% increase in data input productivity. Program was subsequently distributed to the entire department.

Other assignments included: Online Services Support Representative prior to promotion

Education

BS Information Technology, Rochester Institute of Technology, Rochester NY [2013]

4.0 GPA | Concentration: Web Site & Interactive Multimedia Development | Minor: Communication

AS Information Technology, Monroe Community College, Rochester NY [2008]

3.3 GPA | Dean's List

Committees

Eisenhart Award for Outstanding Teaching

Represented the student body in reviewing numerous award candidates with five tenured faculty members. Responsibilities included considering field contributions, tabulating student reviews, and assessing instructional environments and teaching strategies.

Activities

Web Client Side Programming

Graded student projects and assignments as requested by tenured faculty.

Technical Skills

Technologies: Unix shell, SSH, Git, Docker, Python, Java, Gradle, Maven, JUnit, Selenium, Swagger/OpenAPI, Jenkins CI, MongoDB, SQL, HTML, YAML/XML/JSON, CSS, nginx, JavaScript, jQuery, PHP, Ruby, Rspec, Capybara, PhantomJS, Node.js, Meteor ...

Tools: Elasticsearch/Kibana (ELK), OpenSearch, Jira, GitHub/GitLab, Postman, Splunk, Salesforce, Zephyr, HP Quality Center, SauceLabs, BrowserStack

Platforms: Linux, macOS, Windows, ChromeOS, iOS, Android, OpenWRT

Other: Agile methodologies (Scrum/Kanban)