

Tracy Hartzler

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Redwood Shores, CA

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PROFESSIONAL SUMMARY

Information technology professional experienced in development and operations roles in product, project and quality assurance management, build and release engineering. Using PowerShell, SQL, and other automation tools.

EXPERIENCE

Gensler, Oakland, CA

Dec 2017 – May 2020

Build and release engineer - Data Platform Studio, Operations team

Played a key role improving the deployment and release cycle process via the following:

- Collaborated with development, integration and operations teams to identify, prioritize, and drive deployment issues to resolution
- Improved the effectiveness of our build and release cycles through the development and implementation of a standardized deployment process
- Designed and implemented automated SQL database deployments to Gensler Core Data SQL Server database environments via Jenkins, PowerShell and SQL scripts.
- Automated repeatable tasks using PowerShell scripts and Jenkins projects
- Managed GitHub release branches for all production release cycles
- Wrote SQL queries to use in Microsoft SQL Server Management Studio for validating deployments to databases
- Researched, and evaluated the tools and processes we use for deployment automation and release management

Hartzler Consulting, Redwood City, CA

May – Dec 2017

Development Consultant

Worked on task assignments from multiple clients performing the following:

- Designing websites using Joomla
- Manual website testing
- PowerShell scripts for system administration tasks
- Developing and reviewing complex product test design and test plans

Also completed courses in DevOps fundamentals, Python 3, SoapUI, Jenkins and Maven.

CHANGE HEALTHCARE/RELAYHEALTH/MCKESSON, Emeryville, CA

Feb 2011 – May 2017

Senior QA Analyst,

Member the following teams: Infrastructure Operations, Automation and Build Teams (Jun 2014 - Mar 2017) Software Configuration Management Team (November 2013 - June 2014) Infrastructure Team (February 2011 - November 2013)

Collaborated with development and infrastructure engineers to facilitate creating new processes for data center server provisioning, web server virtualization and developing a cloud based testing platform. Managed the staging environment web servers, configuration changes and code deployments. Defined standard operating procedures, developed PowerShell scripts, and assisted with continuous integration and delivery of TeamCity builds, deployments, and GitHub repositories.

- Directed the Web Server Virtualization project which was an overhaul of the production web server buildout process as we transitioned from one-off physical servers to identical virtual machines by creating clones from a virtual machine template. Improved server consistency, service reliability and infrastructure automation.
- Designed and implemented a Web Server Certification program for building new web servers in the production environment that eliminated an error-prone process, assured a safe go-live delivery and saved weeks of buildout time.
- Designed and implemented an automated testing platform (Selenium Grid) in McKesson's OneCloud environment that enabled the QA teams to run tests on different machines against different browsers in parallel.
- Restructured the RelayHealth change management policy as required for the DTAAP Federation Agreement which was necessary to get Federal contracts.
- Implemented new infrastructure test strategies and designed server verification, entrance and exit criteria checklists.
- Performed root cause analysis on production support issues and supported the development QA teams.
- TeamCity administrator, managed build configuration settings for multiple projects

HARTZLER CONSULTING, Redwood City, CA

2009 –2011

Product Management consulting, product design database administration, working with multiple clients designing databases for human resources and customer satisfaction surveys.

PAYPAL, San Jose, CA

Sep 2004 – Dec 2008

Product Manager, *Merchant Services, Business Debit Card* (Jun 2006 – Dec 2008)

Managed the PayPal Business Debit Card. 2 Million customers, \$50M in annual net revenue. Responsible for the overall customer experience and delivering features to grow the business.

Senior Quality Assurance Engineer, *Fraud QA, Financial Products* (Sep 2004 – Jun 2006)

Testing PayPal Financial Products using a combination of desktop tools, SQL, batch tools, automation tools.

Additional Employment History upon request

EDUCATION

Officer Candidate School, Leadership award, United States Army

AS degree, Manufacturing Engineering Technology (with Honors), Three Rivers Community Technical College

Certificate Program, Computer Aided Drafting and Design - Three Rivers Community Technical College

CERTIFICATIONS

eBay/PayPal - Product Management, Project Management

Pragmatic Marketing - Practical Product Management Certification

Pragmatic Marketing - Requirements That Work