

Sierra Chastain-Rittue

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Chicopee, MA

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Education

Master of Science, Library & Information Science

Information Science &
Technology Concentration
Simmons University
2019 – 2021

Dual Degrees,

Bachelor of Arts,

Anthropology & English

University of Massachusetts
Amherst
2012 – 2017

Certifications

Agile Foundations Project Management Institute

November 2021

Relevant Experience

Software Tester / Quality Assurance Analyst

Epic Systems Corporation | Verona, Wisconsin.

2017 - 2019

- Supervised a team of 5 testers, coordinating and ensuring quality testing in the Medication Charging area of the inpatient pharmacy application.
- Implemented standard test cases and developed introductory testing guide documentation.
- Managed and personally tested 3 large-scale international regulatory projects.
- Coordinated the creation and implementation of 8 usability studies from other applications across the company for the annual on-site XGM conference.
- Represented R&D as a liaison with pharmacists and implementation managers to develop the Foundation Systems recommended build.
- Managed the investigation of customer reportable issues and their publication across the inpatient pharmacy application; assisted in the proofreading and editing of subsequent technical documentation.
- Served as the inpatient medication charging Subject Matter Expert (SME).
- Acted as application representative for security and identity auditing, ensuring compliance with HIPAA regulations.
- Identified, documented, and reported 250+ bugs, usability flaws, and other issues within Epic's EHR software.

Licensing Intern

MIT Libraries, Massachusetts Institute of Technology | Remote

2021 – 2022

- Incorporate database management best practices and document new workflows.
- Efficiently generate, organize, and clean up metadata pre- and post-system migration utilizing Filemaker, Alma, and Microsoft Sharepoint/OneDrive.
- Collaborate with IT to utilize Ex Libris APIs and successfully import license metadata into both the testing sandbox and production.
- Prepare electronic resource publisher licensing metadata from over 1400 records for the Alma system migration as a member of the Licensing team within the Scholarly Communication and Collection Strategy department.

Technical Skills

- **Methodologies:** Agile; waterfall; system analysis; business intelligence reporting analytics; database management; test plan mapping and execution; Black-box, AB, and UI/UX testing; user acceptance testing (UAT); accessibility testing; regulatory compliance; test plan automation; software development life cycle (SDLC)
- **Languages:** Python, Javascript, SQL, HTML/CSS, Bootstrap, PHP, XML, VBA, M
- **Databases:** MySQL, SQLServer, Oracle, Teradata
- **Communications:** Technical writing, documentation, continuing education initiatives, training, customer service