

Jennifer Scheuren

Madison, WI | 608.770.5784 | jfscheuren[at]gmail.com | Jennifersch.com

About Me

Highly resourceful, organized, and self-motivated professional with over 15 years of progressive experience in the field of information technology. Demonstrated expertise in information security, DevOps, software testing, and cloud computing, backed by extensive training and a genuine passion for these domains. Known for exceptional problem-solving abilities and a strong commitment to delivering high-quality results.

Professional Skills

- Excellent interpersonal and leadership abilities
- Software development and quality control
- Automated testing and monitoring
- Documentation and technical writing
- System administration
- System and product architecture

Work Experience

Quality Control Manager, Sonic Foundry, Madison, WI

5/2017- 1/2023

- Managed a team of eight quality assurance engineers across multiple products
- Contributed to product and engineering planning and design
- Led engineering department initiative for automated testing
- Assisted team with testing and technical problem-solving as needed
- Worked with a collaborative team to transition the engineering department to a DevOps methodology
- **Accomplishments: Led team training and migration to Git, migrated team from waterfall to Agile methodology with two week sprints, migrated test automation builds to CI/CD pipeline using Docker**

Quality Control Lead, Sonic Foundry, Madison, WI

5/2015-5/2017

- Primary tester for recording software, hardware and video engine
- Set priorities and delegate tasks for other quality assurance engineers
- Managed and monitored all production servers for video conference recording software
- **Accomplishments: Participated in testing and launching new video recording hardware. Tested and launched new Windows UWP applications**

Quality Assurance Engineer, Sonic Foundry, Madison, WI

12/2011-5/2015

- Designed and implemented both manual and automated software tests for a variety of software products
- Worked with a large number of customers to provide technical support for complex deployments in a variety of higher-ed and corporate environments
- **Accomplishments: Led software testing efforts on 30+ software releases for multiple products. Migrated bug tracking solution from Serena to Jira. Developed test plans and test automation for major new products. Researched and resolved hundreds of customer support cases.**

IT Intern, Sonic Foundry, Madison, WI

4/2011- 12/2011

- Performed system administration and employee technical support tasks
- **Accomplishments: Upgraded operating systems for 90+ employee workstations. Assisted with the setup of a new server room.**

IS Technical Services Professional, UW-Madison Dept of Anesthesiology, Madison, WI

10/2010- 4/2011

- Maintained and upgraded departmental servers
- Technical support for hospital faculty and staff
- Wrote documentation for transition to new end user operating system, e-mail, and calendar system

Information Technology Support, UW-Madison School of Pharmacy, Madison, WI

8/2007-10/2010

- Provided desktop support for over 250 faculty, staff, and students at the UW-Madison School of Pharmacy
- Set up new computers, hardware and software troubleshooting, web design, online course support, and classroom AV support

Education & Credentials

- **Bachelor of Arts - Zoology**
 - University of Wisconsin-Madison, Madison, WI
- **Certificate in Environmental Science**
 - University of Wisconsin-Madison, Madison, WI
- GIAC Security Essentials, GSEC November 2018 (exam score 97%)
- GIAC Certified Incident Handler, GCIH January 2019 (exam score 97%)
- GIAC Certified Intrusion Analyst, GCIA March 2019 (exam score 92%)
- AWS Certified Cloud Practitioner, March 2023 (score 959 out of 1000)

Volunteer & Community Involvement

- SANS Women's Academy Fall 2018-Spring 2019
- SANS Advisory Board Fall 2018-Current

Technical Skills

- Python, C#, Wireshark, Jira Administration, Jenkins, SQL, Microsoft Office, Windows, Mac and Linux OS, JavaScript, Git, System Administration, AWS, Azure, Docker