

JESS INGRASSELLINO, EDD

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EXPERIENCE

DataScan | Engineering Manager | WI, Data Warehouse, DataCision (05-2024 | Present)

Improve product strength by gaining cross-functional expertise across products and sharing management best practices

- Leading ground-up implementation of a self-service data warehouse, enabling product teams to create reports in QuickSight while ensuring data integrity, security, and scalability
- Collaborate with IT, DBA, and security teams to design robust data pipelines, automate quality checks, and optimize performance
- Manage and mentor 11 team members across WI and Data Teams, conducting regular 1:1 meetings and providing structured feedback to support professional growth and goal achievement.
- Interview and hire for WI, Data Warehouse, and DataCision teams
- Develop standardized hiring and interview rating rubrics to create more consistent and equitable hiring practices
- Synthesize coaching concerns from monthly manager meetings to draft a Staff Engineering Coaching document, providing managers with structured guidance for mentoring and developing staff engineers.

HashiCorp | Engineering Manager, Consul Core (06-2022 | 03-2024)

Increased Core team and Consul operational efficiency, effectiveness, and quality

- Introduced agile engineering / testing processes to Core team, resulting in 100% on-time delivery
- Hired and managed a team of up to 8 engineers (Intern -- Senior II)
- Designed and implemented Consul onboarding framework and learning pathways
- Standardized onboarding materials across all teams, reducing time of first-commits from ~12 weeks to ~3 weeks
- Provide specialized, risk-based quality coaching to all engineering teams, increasing code resilience in design phase
- Developed regression test suite that identified ~30 issues ahead of each release, reducing emergency patch releases by 3x
- Founder and Co-Chair of HashiCorp Inclusive Access Alliance ERG; Employee Leadership Committee Representative

Manifold.ai | Engineer Manager & Senior Software Engineer (09-2021 | 05-2022)

Improved management practice while contributing technically, resulting in stronger product delivery

- Management coach for lead engineers of remote, cross-functional, client-facing engineering teams
- Implemented Python/AWSGlue/Terraform, unit testing, and quality strategy on client projects
- Managed Recruiting team (Senior Recruiter and Recruiting Coordinator)
- Increased fairness in hiring and engineering career growth by creating engineering hiring rubric and leveling guides

Influx Data | Engineering Manager, Telegraf (09-2020 | 09-2021)

Achieved reliable and predictable release cadence, features, and fixes

- Hired remote employees, growing team from 2 engineers to 8 engineers/interns
- Implemented Kanban methodologies and weekly pairing sessions, resulting in increased product quality and customer satisfaction
- Founded and lead open-source contributor group, resulting in a 3x increase in resolved community issues per patch release (~8 issues/release to ~24 issues/ release)
- Enhanced customer satisfaction by delivering live user webinars and trainings to private clients and community users
- Established "InfluxAbility" Employee Resource Group to increase employee engagement during global pandemic

Salesforce | Director of Engineering, Quality (03-2018 | 08-2020)

Reduced Critical defects in NPSP, EDA, and SAL products to < 1 per year and Sev 1 defects to fewer than 2 per year in biweekly forced-upgrade, managed-package releases to 50,000 user sandboxes and production instances

- Increased product test coverage to ~85% (5% above required) by teaching testers to read/write Apex unit tests
- Expanded engineering to 3 product verticals and 14 scrum teams while maintaining defect-free releases
 - Shifted quality left by automating regression testing and embedding testers within a matrixed organizational structure
- Designed and implemented Risk Based Testing evaluation framework, decreasing product risk

continued - Salesforce.com Director of Engineering, Quality (NPSP/HED) (03-2018 | 08-2020)

Rapidly grew high-performance, diverse team from 5 to 29 people in 18 months
(50% women, 50+% BIPOC; 2 managers, 27 engineers, 2 interns)

- Increased qualified applicant pool 150% through blog posts, networking, and conference presentations
- Developed and deployed onboarding buddy program and automated onboarding workflow, decreasing new-hire ramp-up time from 12 weeks to 6 weeks
- Designed and implemented Differentiated Management course, improving managers, maintaining 0% regretted attrition

Enabled enterprise sales of Salesforce Education software by adding required accessibility to SDLC

- Hired 2 testers with expertise in evaluating software accessibility in ~3 months
- Evaluated and managed vendor relationships to deliver training in accessible development and testing using WCAG standards
- Scheduled and supervised product accessibility audits and published VPATs for nonprofit and education software

Salesforce.org | Senior Quality Engineer (10-2016 | 03-2018)

Increased software quality through standardization and automation

- Architected and coded bespoke test automation frameworks using Python, Ruby, Cucumber, Selenium, decreasing test time by ~75% (1 hour manual checking to ~7 min automated)
- Met with product, engineering, documentation, and customer support directors and open-source community users to ensure alignment between engineering organization testing plans and critical customer workflows

Lead Quality Engineer (06-2012 | 09-2016)

Bitly | Rent the Runway Nomi | WorkMarket | Targetspot

Reduced inefficient manual testing and increase software quality

- Reduce escaped critical defects to 0 in CI/CD pipeline running 3-7 times daily
- Pair with senior engineers to learn more advanced object-oriented design patterns
- Design test cases, build, and test releases across iOS/android/win/osX platforms

Queensborough Community College, Adjunct Professor (2015 | 2021)

Provided Python programming and software development instruction to traditionally marginalized youth and adult learners

- Developed curriculum materials for Python programming using robotics and game design
- Taught software development fundamentals and programming best practices to career-transitioning adults

Music Department Lead Teacher, NYC Department of Education (2006 | 2012)

Increased enrollment, engagement, and predictability in music classes

- Increased student enrollment (30% increase in elective class enrollment) and engagement (20% attendance increase) while establishing a structured, high-retention music program
- Enhanced student engagement by offering extracurricular activities such as music production, drumline, and instrumental music.

EDUCATION

Master of Science, Software Engineering (March 2026), Quantic School of Business and Technology

Doctor of Education, Music (Educational Assessment Focus) | Columbia University Teachers College

Executive Master of Business Administration (EMBA), Quantic School of Business and Technology

Master of Education, Music Education | Columbia University Teachers College

Bachelor of Science, Music Education | (K-12) University of Vermont