

Rebecca Long

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Technology leader with deep experience spanning software quality, software engineering, and cybersecurity, built across regulated, compliance-driven environments from a startup security company to enterprise financial services and global SaaS platforms. Comfortable leading both directly and through influence, moving fluidly between hands-on technical work and organizational leadership to drive teams and projects toward shared goals. Grounded in a people-first, servant leadership philosophy focused on developing engineers into leaders and building sustainable processes and high-trust teams, an approach carried into civic and community leadership as well, including an elected city council seat and long-running STEAM advocacy work.

Core Competencies

Leadership & Organization: Engineering & QA Org Scaling • Managing Managers & Leadership Layer Development • People Development & Career Pathing • Servant Leadership • Psychological Safety • Community of Practice Leadership • Cross-Functional Stakeholder Management • Hiring & Talent Pipeline Building • Vendor Coordination • Agile / Scrum / Kanban / ScrumBan / SAFe Delivery • OKR Goal-Setting & Tracking

Delivery & Quality Engineering: End-to-End Delivery Ownership • CI/CD Pipeline Management & Architecture • Release Governance & Readiness • Legacy System Modernization • Shift-Left Quality Practices • Test Automation Strategy • Test Case Management • Bug Management • Performance Testing Strategy • UAT Facilitation • Incident Management & Blameless Postmortems • AI-Assisted Engineering & Testing

Compliance & Security: SOC1 Control Ownership • SOC2 Readiness • FedRAMP Readiness Awareness • Security Software Development Life Cycle (SSDLC) • OWASP Top 10 • Security Testing & Vulnerability Remediation • Architecture Review Board Participation • Audit Readiness & Control Ownership • Regulated Environment Audit Experience (NCUA) • Identity & Access Management (Okta / SAML / SSO / MFA)

Product & Business Analysis: Requirements Gathering & Documentation • User Story Authoring & Backlog Management • Roadmapping • Wireframing & Mockups (Balsamiq) • Project Management

Technical: *Languages/Scripting:* C#/ .NET, SQL, PowerShell; *Cloud:* Azure (primary), AWS (adjacent); *Tools:* Azure DevOps, TeamCity, Octopus Deploy, Terraform (managerial oversight), Git/GitFlow, Jira, Confluence, SonarCloud; *Test Automation:* Selenium, SpecFlow, Robot Framework, TestRail, Postman, BrowserStack, Gherkin / BDD; *AI-Assisted:* GitHub Copilot, Microsoft Copilot, Claude

Professional Experience

Director, Software Engineering | ENGIE Impact, Remote

Apr 2024 – Jan 2026

- Led a 30+ person global engineering organization with direct management of 12 reports across the US, India, and the Philippines, including the Manager of Application Support, plus matrix leadership of a 20-member Community of Practice across the US and Chile. QA-related influence extended across a roughly 150-engineer organization spanning a dozen product teams.
- Served as senior escalation point and trusted technical advisor for the company's primary client-facing platform, supporting 2K enterprise clients and 33K users under a contractual 98% uptime SLA, accountable for production reliability and delivery execution.
- Directed a platform-wide migration to Okta authentication with MFA and SSO, driving the initiative through development, stakeholder communications, and rollout while owning ongoing operation of the authentication infrastructure; led security testing in response to annual penetration test findings.
- Held direct ownership of SOC1 controls across testing standards and release management governance, ensuring continuous audit readiness, and contributed to early SOC2 readiness initiatives.
- Served as a voting member of the Architecture Review Board, embedding reliability, security, and compliance considerations into enterprise-level backend and cloud architecture decisions across on-prem and Azure environments.
- Drove CI/CD pipeline modernization with integrated quality gates and AI-assisted test generation using Robot Framework, GitHub Copilot, and Microsoft Copilot, taking test coverage from 0% to 50-80% across three core platforms.
- Coached and developed engineers and engineering managers through 1:1s, career planning, and performance management, retaining a high-talent-density team through a period of significant growth.

Senior Engineering Manager, Software QA & Release Management | ENGIE Impact, Remote**Dec 2021 – Apr 2024**

- Scaled the QA and release engineering organization from 12 to 20 direct and indirect reports across 12 global Agile teams, promoting 3 senior engineers into first-time supervisory roles and building a sustainable leadership layer.
- Held unified ownership of both quality and release functions, with the organization's sole Release Manager reporting directly, and assumed direct ownership of three SOC1 controls spanning testing standards and release management governance.
- Directed enterprise-wide release management and change control processes across all development teams, establishing performance metrics and continuously improving deployment reliability and predictability at scale.
- Led delivery and release readiness for the organization's highest-priority legacy modernization initiative, replacing a 20+ year old core VB6 system that had resisted multiple prior attempts, coordinating internal teams, an external vendor, and structured QA validation to deliver the first successful replacement on time and with zero business disruption.
- Built dual career tracks for QA Engineers and QA Analysts and led an equity compensation review, creating transparent progression pathways that strengthened retention and deepened the internal talent pipeline.
- Guided performance testing strategy for a dedicated Performance Testing Engineer, directing the organization's first performance testing effort in support of the legacy modernization initiative.

Engineering Manager, Software QA | ENGIE Impact, Spokane, WA / Remote**Mar 2020 – Dec 2021**

- Built and led a high-performing QA team from 8 to 12 direct reports through a structured, high-bar external hiring process, pairing QA Analysts performing manual and exploratory testing with QA Engineers driving automation.
- Co-designed the organization's first release governance framework, including formal risk assessment and go/no-go decision-making, and co-created its first Major Incident Management process with blameless postmortems and structured root cause analysis.
- Designed and led a UAT and full-suite integration testing program for the core legacy platform replacement, anchored by test plans in Confluence, and recruited and trained business-unit subject-matter experts in QA documentation and defect communication.
- Managed the migration of core large-scale data infrastructure from Azure Cosmos DB to AWS PostgreSQL, coordinating across engineering and data teams to ensure data integrity, reliability, and continuity of the organization's primary financial dataset.
- Championed shift-left quality practices by partnering with Product to define testable requirements early in the SDLC, keeping product, engineering, and QA aligned from day one and reducing downstream defects and rework.

Senior QA Engineer to Lead DevOps Engineer | RiskLens (*series B cybersecurity startup*), Spokane, WA**Jan 2018 – Feb 2020**

- Promoted from Senior QA Engineer into a Lead DevOps role as release and tooling needs scaled, becoming the organization's sole DevOps engineer, and owned CI/CD pipeline management end to end across Test, Stage, and Production.
- Owned quality gate design within the CI/CD pipeline, enforcing unit test passage and dependency security checks as release blockers to eliminate third-party library vulnerabilities before deployment.
- Served as Okta administrator, configuring SAML-based SSO and identity integrations across multiple IAM platforms for an enterprise client base, working directly with each client's technical contact to configure their identity provider.
- Supported SOC2 compliance efforts and engaged in early FedRAMP readiness discussions in a cybersecurity risk-management product environment.
- Led team-wide migration to Git/GitFlow with adoption training, designing and teaching the branch management strategy, and hired and onboarded the team's first dedicated QA engineer.

Senior Software QA Engineer | Spokane Teachers Credit Union (STCU), Liberty Lake, WA**May 2012 – Jan 2018**

- Built end-to-end CI/CD pipelines from scratch across all environments using TeamCity and Octopus Deploy, including automated database deployments, and owned Git branch management strategy for the engineering team.
- Developed a Selenium Grid regression suite in C# with SpecFlow, driving test coverage from 0% to 30% overall and 95% on a business-critical feature, backed by custom PowerShell scripts for API testing against the core Phoenix platform.
- Directly managed and implemented testing for a remote deposit capture solution through online banking, and personally defended testing rigor and evidence to NCUA auditors across multiple examinations.
- Partnered with retail branch stakeholders on requirements feedback and UAT, teaching Gherkin syntax so business staff could co-author test cases directly.
- Led research, evaluation, and selection of a centralized backlog and defect-tracking platform, then led migration to Jira with Zephyr for test case management and served as primary Jira administrator.

Leadership & Community Engagement

University Medals and Awards Committee, Eastern Washington University | Cheney, WA **Aug 2026 – Present**
Appointed by EWU President Dr. Shari McMahan to a two-year term. The committee holds primary responsibility for recommending individuals to the President for university-level special recognition and honors.

Elected City Councilmember, City of Cheney (*stipend-based, similar to board service*) | Cheney, WA **Jan 2026 – Present**
Elected to a four-year term on the council of a full-service city with its own municipal light department, police, and fire; advancing community priorities through accountable, trust-driven civic leadership. Publish a councilmember newsletter and manage social media to keep constituents informed on city activities and initiatives as their elected official.

Founder, Cheney, Coffee, & Civics | Cheney, WA **Feb 2025 – Present**
Founded a community-led group sharing clear, nonpartisan information and fostering respectful civic discussion in Cheney. Publish a recurring civics newsletter and manage social media outreach to help residents engage in local civic life.

Vice Chair, EWU Computer Science & Cybersecurity Professional Advisory Board | Cheney/Spokane, WA **2017 – Present**
Provide strategic guidance and curriculum feedback to strengthen EWU's Computer Science and Cybersecurity programs, collaborating with faculty and industry professionals to ensure program relevance and contribute insight on emerging trends across both fields. Reformed the board by updating bylaws and establishing committees aligned with member expertise. Elected to serve as Vice Chair (Spring 2018 – Fall 2020), Chair (Winter 2020 – Spring 2023), and currently Vice Chair again (Fall 2023 – Present).

Founder, SpoQuality User Group | Spokane, WA **2013 - Present**
Founded and continue to lead monthly Lean Coffee discussions and guest speaker presentations for Spokane-area technologists focused on software quality practices.

President & Founder, Future Ada | Spokane, WA **2017 – 2025**
Founded and led a Spokane-based 501(c)(3) over eight years advocating for diversity and inclusion in STEAM. Organized community programming including Django Girls workshops for women and nonbinary people, the 2019 March for Science Spokane (grown into a local science symposium), and the 2019 Spokane Code in the Dark competition, co-organized with fellow Spokane nonprofit Inland Northwest Technologists. Ran a tech career mentoring program and mock interview workshops, alongside security and privacy webinars and workshops for the community and in partnership with the YWCA, supporting domestic violence survivors, and Volunteers of America, focused on youth. Organizational member of the Electronic Frontier Foundation (EFF).

Speaking Engagements

Multi-Year Speaker, Pacific Northwest Software Quality Conference (PNSQC) | Portland, OR **2016, 2018, 2020, 2026**
Published speaker, three papers: “*Building Stakeholder Confidence Through an Automated Testing Solution*,” “*Diverse Teams are Essential for Software Quality*,” “*Human Centric User Acceptance Testing*,”; accepted to present a fourth paper, “*Together Apart: Building a QA Community of Practice in a Decentralized Organization*,” and poster, “*When Testers, Product, and Engineering Disagree: A Voting-Based Bug Prioritization Process*,” in 2026.

IFIP Trust Management Conference / International Workshop on Infrastructure Assurance (iWiA) | Morioka, Japan **2010**
Speaker presenting paper: “*Usable Security Policies + User Training: The Best Method to Counter Social Engineering Attacks*.”

Professional Development

Washington Collaborative Elected Leaders Institute (WA-CELI) | Association of Washington Cities **2026**

AI Fundamentals, Claude 101, Claude Code 101 | Anthropic Learning Courses **2026**

AI for Leaders | AI Con, Seattle, WA **2025**

Servant Leadership Certificate | Leadership Spokane **2022**

Education

Master of Science, Computer Science | Eastern Washington University **2013**
Thesis: “*Using Phishing to Test Social Engineering Awareness of Financial Employees*”

Bachelor of Arts, Computer Science | Eastern Washington University **2006**