Farnaz Fotrousi
Software Engineer and Researcher

Professional profile and ambitions

As a software engineer, I have experienced more than 15 years in software research, product management, project management, analysis, design and implementation. Now, in my Ph.D., I study Quality of Experience (QoE) to support validation of the software systems from a user perspective. It helps me to combine the new research knowledge with my experience in ECMS and Web-based applications to apply the gained insights for the evaluation of software systems, release management and product evolution.

Papers and Publications

F. Fotrousi, S. A. Fricker, "Software Analytics for Planning Product Evolution." *7th International Conference in the Software Business (ICSOB 2016)*, Ljubljana, Slovenia, 2016.

F. Fotrousi, S. A. Fricker, "QoE probe: A requirement-monitoring tool." *22nd conference on Engineering Engineering: Foundation for Software Quality (REFSQ 2016),* Gothenburg, Sweden, 2016

F. Fotrousi, "Quality-Impact assessment of software products and services in a Future Internet Platform", Licentiate thesis, Blekinge Institute of Technology, 2015.

S. Fricker, K. Schneider, F. Fotrousi, C. Thuemmler, "Workshop videos for requirements communication." *Requirements engineering*, pp 1-32, 2015. doi: 10.1007/s00766-015-0231-5

F. Fotrousi, S. Fricker, M. Fiedler, "Quality requirements elicitation based on inquiry of quality-impact relationships." *22nd International IEEE Conference on Requirements Engineering(RE)*, Karlskrona, Sweden, 2014.

F. Fotrousi, S. Fricker, M. Fiedler, F. Le Gall, "KPIs for Software Ecosystems: A Systematic Mapping Study", *5th International Conference in the Software Business. Toward Continious Value Delivery (ICSOB 2014)*, Paphos, Cyprus, 2014.

S. Fricker, F. Fotrousi, M. Fiedler, P. Cousin, "Quality of Experience Assessment based on Analytics", *2nd European Teletraffic Seminar (ETS 2013)*, Karlskrona, Sweden, 2013.

F. Fotrousi, K. Izadyan, and S. A. Fricker, "Analytics for Product Planning: In-Depth Interview Study with SaaS Product Managers," *Sixth IEEE International Conference on Cloud Computing (IEEE Cloud 2013)*, Santa Clara Marriott, CA, USA, 2013.

F. Fotrousi, K. Izadyan, S. Fricker, "Analytics based software product planning", *M.S. Research Thesis*, Blekinge Tekniska of Högskola (BTH), Karlskrona, Sweden, 2013.

F. Fotrousi, "An approach for machine translation evaluation based on classification", *M.S. Research Thesis*, Iran University of Science and Technology, Tehran, Iran, 2008. (in Persian).

F. Fotrousi, M. Analoui, "Layout Analysis and Classification using Genetic Algorithm", *17th International Conference on Software Engineering and Data Engineering (SEDE-2008)*, California, USA, 2008.

Areas of Research Expertise and Interests

Software Product evolution and management, Quality of Experience (QoE) to model product success, Use of analytics in decision making, Enterprise Content Management Systems and Software Requirement management

Professional Background

PhD Candidate at Blekinge Tekniska Högskola (Since July 2013)
- Involement in SUPERSEDE European Project for user feedback management.
- Involvement in FI-STAR (Future Internet: Social Technological Alignment in Healthcare) European project. Validating end-to-end Quality of Experience (QoE) and Quality of Service (QoS) of the healthcare applications developed during the project.
- Teaching "Advanced Software Project Management" based on PMBOK and "Simulation" course for master's level students

Software Product/ Project Manager at Kanoon Informatic Co., Asman Peydayesh Co , Pars Pioneer Co. (December 2005-August2010)
- Developing CMS/ECMS solutions in the different scale project from small to large-scale projects such as a bank, an insurance company and a museum (web and interanet kiosks).
- Developing web applications such as portals, eshop, ticketing system for small to medium size galleries, cinemas, theaters and hotels. The size of the team that I managed was usually between 4 and 8. In most of the projects, I also involved in all software development phases including analysis, design and development.

Designer/ Developer at KAFA Consortium (April 2004 - November 2005)
- Designing and developing a portal and a content management solution for a large-scale organization.
- Evaluating design artifacts as a member of design-review committee in ERP project for a large scale organization, and involving in its development based on J2EE (Struts, EJB, and Hibernate).

Researcher/Developer at Iran Telecommunication Research Center (ITRC) (March 2000 - March 2004)
- Analyzing, designing and developing in customer-care & billing project to provide a prototype for Iran's Telecommunication Center using Staffware and Savvion BPM systems, in close cooperation with Telexis Co. of Netherland.
- Analyzing, designing and prototyping secure financial message exchange between servers based on standard protocols in a virtual bank project and B2C e-commerce project.
- Conducting research for the evaluation of web-servers and application-servers to feed the Requirement Analysis(RA) project.

Educational Background

Blekinge Tekniska of Högskola (BTH) – Sweden
July 2013 – Now   **PhD in Software Engineering**
                            Performing interdisciplinary research between Software and Telecom domains in validation of software systems using Quality of Experience (QoE).

Blekinge Tekniska of Högskola (BTH) – Sweden
September 2010 – March 2013   **Master of Science in Software Engineering**
                            Taking courses in software architecture, project management, requirement engineering, verification & validation, software metrics, software quality, product-line architecture, and strategy & IT. Master thesis titled "Analytics-based Software Product Planning".

Iran University of Science and Technology – Iran
April 2005- October 2008   **Master of Science in Artificial Intelligence & Robotics**
                            Taking courses in machine learning, knowledge engineering &expert systems, pattern recognition, robotics, speech recognition and evolutionary computing. Master thesis titled "An approach for machine translation evaluation based on classification"

Azad University of Tehran (Central Branch) – Iran
September1996-September 2000   **Bachelor of Science in Computer Engineering (Software)**
                            Working BS's thesis in ITRC on Electronic Commerce

Technical and Tools Skills

Analyze and Design systems:
Software engineer and software product manager with experience in RUP and agile methodologies, using UML, and Rational tools (Rose, RequsitePro, ClearCase and ClearQuest).

Programming Languages/Technologies:
- Web development using JSP, HTML/CSS, and Javascript (JQuery).
- Software development in J2EE platform using Struts, Hibernate, and JavaBeans. I have also developed modules and applications using C, C++, Visual Basic, XML & XSL, ASP, Pascal, Prolog.

Project/Product Management:
- Software project management using MS Project and OpenProj and Software product management.

Open Source E/CMS & Portals:
- OpenCMS (extensively), Liferay, Alfresco, Piwik, and MediaWiki.

Server Operating Systems:
- Linux (Redhat, Suse, and CentOS versions), Windows Server

Tools:
- Web and application servers: Oracle Application Server, OC4j, Apache Tomcat, JBoss, IIS, JRun
- RDBMS: MySQL 5, Oracle 9i, SQL Server 7.0.
- IDEs : Eclips, IntelliJ Idea, JBuilder, JDeveloper and Visual Studio.
- Process management tools: Staffware and Savvion