

STEVE JOHNSON

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SUMMARY

Training and adoption specialist with a QA and process background. Wrote user guides that reached tens of thousands of views at Verizon, trained about 100 users across three continents at Procter & Gamble, and now coaches a colleague and a client in adopting Claude at Thermal Process Development. Also built a communication app for non-technical caregivers with zero-setup boards and screen-reader support, using Claude Code under guardrails while owning the design and review decisions.

CORE SKILLS

Quality & Testing: Exploratory Testing, Defect Analysis, Requirements Traceability

Tools & Platforms: Confluence, Jira, Google Workspace, Microsoft Office, Prezi, Nielsen Answers Builder, SharePoint, Smartsheet, Claude, Claude Code, Copilot

Technical: Software Documentation, Process & Workflow Optimization & Automation (AI-assisted, VBA/Macro Development), Troubleshooting, Progressive web apps (PWA)

Languages: SQL, HTML, CSS

PROFESSIONAL EXPERIENCE

Thermal Process Development

2026-Present

Digital Transformation Consultant / Project Manager (Contract)

- Coached a fellow TPD consultant in adopting Claude Code for engineering work and Claude for client tracking, time reporting, scheduling, and handoff documents and drawings, now part of his daily workflow.
- Transformed a TPD client's note-taking from hours of manual work into a Claude workflow that extracts notes from 500+ page PDFs into organized spreadsheets, which they now use on their own.
- Wrote the user guide and wiki, plus a developer architecture guide, changelog, and release process, making the add-in ready to hand off and support.
- Built and maintained an open-source VBA Excel add-in that turns Smartsheet exports into branded customer equipment lists, project schedules, and vendor quote packages, cutting a 4+ hour, several-hundred-click manual build to 4 clicks and about 10 seconds.
- Implemented a settings system that saves each user's choices across Excel sessions, letting the one-click tools run from saved defaults with no setup dialog.
- Developed a dual-baseline Smartsheet schedule template through stakeholder interviews, giving project teams a repeatable way to track planned versus actual timelines.
- Established the first standardized naming and markup conventions for equipment cut sheets which, together with the custom add-in and documentation, cut the time to prepare equipment lists, customer equipment lists, and RFQs from 10 days to 2.
- Designed eight Excel ribbon tools for equipment lists, schedules, split sheets, and exports, in one-click and custom versions, giving teams a standard build in one click while letting them still tailor the tools to their needs.

Care Communication Board

2026

Solo Developer / Product Owner (Personal project)

- Removed every barrier to adoption for non-technical caregivers: zero-setup preset boards, voice banking with adjustable text-to-speech fallback (voice, speed, pitch), and critical phrases pinned on every screen for one-tap access in emergencies.
- Shipped picture and emoji tiles with hideable captions, plain spoken-name suggestions, and picture support in the large-text Show mode, softening the user experience by letting people recognize a tile by its picture, even from across the room.
- Turned a caretaker's feedback on a demo (no way to say a phrase that wasn't pre-recorded) into on-the-fly text-to-speech, custom voice clips for tiles, and a full-screen Show mode for loud or quiet environments.

Verizon Wireless

2012-2024

Quality Assurance Lead 2017-2024 (Concurrent Jira Project Lead)

Quality Assurance Engineer 2012-2017

- Created Confluence guides and recorded training sessions that got new onshore and offshore testers productive in about a week, and walked product owners and PMs through testing workflows across DevTools, Kibana, databases, CRM, and employee-facing systems.
- Wrote eCredit and Jira user guides that reached tens of thousands of views, reducing repeat questions across teams.
- Owned governance for a Jira instance with 10,000+ users, establishing request and approval workflows that cut unauthorized feature additions by 90% within three months.
- Educated product owners on the distinction between defect severity and business priority, leading to more accurate defect triage.
- Built and maintained Confluence repositories that standardized repeatable testing processes across teams, giving testers one trusted place to find how each of those processes was run.
- Set the team standard for defects and test cases written with minimal assumptions (preconditions, detailed steps, expected and actual results, and visual evidence), reducing rejected and reopened defects.
- Restricted label editing to a small group and published a self-service Confluence guide for requesting access and new labels.
- Consolidated Jira labels from thousands of inconsistent variants to a couple hundred owned labels, routing defects to the teams responsible for fixing them.
- Led QA across project teams of up to 20, coordinating onshore and offshore testers through daily handoffs spanning multiple time zones, keeping testing momentum consistent between shifts.
- Owned end-to-end testing for a site serving 70M monthly visitors plus native iOS and Android apps, across multiple browsers (Chrome, Firefox, and Edge, with Internet Explorer as needed) in desktop, tablet, and mobile.

Nucor Steel Tuscaloosa

2011-2012

Business Analyst / Developer, Intern

- Trained HR users and developers in person, and wrote both user and technical guides, helping HR adopt new processes and the team support them.
- Replaced a paper-based personnel change-of-status process, which required walking forms around for signatures, with SharePoint digital forms and automated approvals for an HR team serving 400+ employees, cutting turnaround from days to hours.
- Built the same SharePoint digital form and automated approval workflow for both new hire and change-of-status processes, giving an HR team serving 400+ employees one consistent digital path for each.

Procter & Gamble

2011

Information & Decision Solutions Business Analyst, Intern

- Trained about 100 users across North America, South America, and Europe on Nielsen Answers Builder through live sessions and written guides, helping them adopt the new tool.
- Designed a Spotfire dashboard with input from teams across North America, South America, and Europe, making it ready to support P&G's global rollout of Nielsen Answers.

EDUCATION AND CERTIFICATIONS

Bachelor of Science, Management Information Systems The University of Alabama

2012

ISTQB Certified Tester

2012-Present