

STEVE JOHNSON

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SUMMARY

Digital transformation consultant and implementation specialist with a QA and process background. At Thermal Process Development, delivered 11+ versioned releases of an open-source Excel add-in that cut a 4+ hour manual build to about 10 seconds, and coached a colleague and a client onto Claude-based workflows. Previously owned governance for a Jira instance with 10,000+ users at Verizon and validated 20 third-party subscription integrations end to end.

CORE SKILLS

Quality & Testing: Test Planning, Requirements Traceability, Defect Analysis, Agile, SDLC

Tools & Platforms: Jira, Confluence, Smartsheet, SharePoint, Postman, Microsoft Office, Google Workspace, Git and GitHub, Claude Code, Copilot, Windows Server

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

Languages: SQL, VBA, VB.NET, Python, HTML, CSS

PROFESSIONAL EXPERIENCE

Thermal Process Development

2026-Present

Digital Transformation Consultant / Project Manager (Contract)

- 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.
- Coordinated cross-functional delivery on capital projects of roughly \$1M and 6+ months, involving 5 or more outside companies across vendors, engineering, electrical, sales, and general contracting.
- 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.
- Developed a dual-baseline Smartsheet schedule template through stakeholder interviews, giving project teams a repeatable way to track planned versus actual timelines.
- Replaced confidential customer workbooks with synthetic test data that mirrors the structure of real exports, checking the generated files for leaked identifiers, letting the add-in be open-sourced for a client without exposing customer data.
- Released the add-in as open source under the MIT License with the client's approval, keeping the company's name, logo, and all customer data out of the public repository while making the tool free for others to use and improve.
- 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.
- 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.
- Delivered 11+ versioned releases, tracking work through 70+ GitHub issues and 98+ pull requests and turning team feedback into steady improvements.
- Vetted equipment quotes against the specification, competing bids, and the project schedule, keeping capital purchases accurate, fairly priced, and on time.
- Defined a repeatable release process, from release pull request through scripted build, drift check, and smoke test to a tagged release, ensuring every version ships with the same checks and updated documentation.

Care Communication Board

2026

Solo Developer / Product Owner (Personal project)

- Designed, built, and shipped an ad-free communication app for Android and the web for a family member temporarily unable to speak, reaching first release in 4 days and v1.0 in 13 days while directing an AI coding agent and owning all architecture and review decisions, giving her a dependable way to communicate throughout her recovery.
- Gathered requirements from caregivers and prioritized by urgency, pinning critical phrases ("Something's wrong," "Call the doctor") on every screen and returning to the home screen automatically after inactivity, putting urgent needs one tap away.

Verizon Wireless

2012-2024

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

Quality Assurance Engineer 2012-2017

- Validated 20 third-party subscription integrations end to end, using Postman to confirm subscription status and service tier against each partner's API, and SQL to verify the matching subscription and customer IDs stored on Verizon's side, confirming both companies' records agreed before customers relied on them.
- 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.
- Built credit-check test coverage from scratch in about two weeks for the device installment plan launch, partnering with credit, billing, and data teams to create test customers across credit classes.
- 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.
- Coordinated with partner teams to resolve data discrepancies between Verizon and partner test environments, working around partner sync jobs that lagged by minutes or hours or failed outright, and caught major issues before they reached production.
- 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.
- 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.

Nucor Steel Tuscaloosa

2011-2012

Business Analyst / Developer, Intern

- 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.
- Gathered feedback from HR and IT stakeholders, assessed feasibility, and implemented approved changes, then handed off unfinished features as a documented backlog with the project, keeping development momentum going after the internship ended.
- 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

- 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