

STEVE JOHNSON

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SUMMARY

Systems and tooling generalist with a QA background. Owned governance for a Jira instance with 10,000+ users at Verizon, cutting unauthorized feature additions by 90% within three months and consolidating thousands of inconsistent labels to a couple hundred. Automates builds, releases, and dependency updates through CI in personal projects made with Claude Code under guardrails, and diagnosed desktop and laptop hardware problems at Geek Squad.

CORE SKILLS

Quality & Testing: Defect Analysis, Environment Validation, DevOps, Regression

Tools & Platforms: Jira, Confluence, Smartsheet, Kibana, Chrome DevTools, Git and GitHub, GitHub Actions CI/CD, Dependabot, PowerShell build scripting, Windows Server, SharePoint, Microsoft Office, Google Workspace

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

Languages: SQL, VBA, Python

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.
- Stored user settings in the Windows registry after finding that Excel never saves an add-in on close, so each user's choices now persist between sessions.
- Moved the add-in from an unversioned single file to a source-controlled project with a scripted build, making every release repeatable and every change traceable.
- 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.

Kingdom Hell

2016-Present

Owner / Producer / Audio Engineer (Home studio)

- Diagnosed signal problems by tracing weak or degraded audio through the chain, such as clearing a healthy microphone by testing it directly into a preamp and confirming bad patch cables as the cause, avoiding an unnecessary replacement.

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.
- Automated releases end to end: pushing one version tag builds, signs, verifies, and publishes the Android app to GitHub Releases and the web app to GitHub Pages, with v1.0.1 shipped entirely by the pipeline, making every release faster and more consistent.

Verizon Wireless

2012-2024

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

Quality Assurance Engineer 2012-2017

- 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.
- Monitored Kibana error logs from launch war rooms during device launches and peak retail events, escalating live production issues while the launch was underway, and investigated defects through the logs, filing them with evidence and confirming fixes held after deploy, limiting customer impact and helping developers fix problems fast.
- Consolidated Jira labels from thousands of inconsistent variants to a couple hundred owned labels, routing defects to the teams responsible for fixing them.
- Built Kibana dashboards and saved searches the team used for error monitoring and defect investigation, giving testers one place to spot trouble and trace its cause quickly.
- Inspected network logs, session data, cookies, and mobile browser behavior in Chrome DevTools during testing, pinpointing whether a failure came from the page, the network, or the server before filing it.
- 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.
- Tested the full subscription lifecycle in SQL, including activation, pause, tier changes, cancellation, and resubscription with existing or new customer details, confirming every stage was recorded correctly and each customer's subscription history stayed accurate and traceable.
- Simulated man-in-the-middle and cross-site scripting attacks with Burp Suite as part of fraud testing, probing for session-hijacking and script-injection weaknesses before real attackers could.
- Restricted label editing to a small group and published a self-service Confluence guide for requesting access and new labels.
- 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.
- 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.

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.
- Built a local replica of Nucor's SharePoint server on Windows Server to deploy and test web parts, restoring it weekly from a saved image, letting the team test safely without touching the live system and start every test from a clean state.
- Served as technical support for a 6-person project team, diagnosing slow machines and incorrectly installed software, keeping the team's work moving instead of stalled on technical problems.

Geek Squad

2009-2011

Store Agent (Part-time)

- Diagnosed desktop and laptop problems by running diagnostic suites to pinpoint failing components, giving customers and Geek Squad agents visibility into what needed repair.
- Replaced and upgraded components in customers' computers as requested, including storage drives, RAM, power supplies, optical drives, laptop keyboards, touchpads, and screens, restoring and extending the life of their machines.

EDUCATION AND CERTIFICATIONS

Bachelor of Science, Management Information Systems The University of Alabama

2012

ISTQB Certified Tester

2012-Present