

STEVE JOHNSON

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SUMMARY

Project manager and business analyst with a QA and process background. Developed a dual-baseline Smartsheet schedule template through stakeholder interviews at Thermal Process Development, and led QA across project teams of up to 20 at Verizon, where defects were traced back to flawed requirements. Delivered a communication app to Android and the web in 13 days using Claude Code under issue, branch, and pull request guardrails, with scoping, design, and review decisions owned throughout.

CORE SKILLS

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

Tools & Platforms: Jira, Confluence, Smartsheet, Microsoft Office, Google Workspace, Postman, SharePoint, Spotfire, Git and GitHub

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

Languages: SQL, VBA, VB.NET

PROFESSIONAL EXPERIENCE

Thermal Process Development

2026-Present

Digital Transformation Consultant / Project Manager (Contract)

- 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.
- Developed a dual-baseline Smartsheet schedule template through stakeholder interviews, giving project teams a repeatable way to track planned versus actual timelines.
- 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.
- 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.
- 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.
- 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.
- Refactored the codebase in small, reviewable changes, removing duplicated code across five user forms and replacing silent failures with errors users can see and report.

Jabroni Productions

2013-Present

Event Coordinator / Project Manager (Volunteer)

- Managed venue booking, band selection and scheduling, sound and gear, and promotion for a 20-band festival with audiences up to 400, plus about 10 smaller shows a year, delivering well-oiled shows and a community that keeps bands returning year after year.

Care Communication Board

2026

Solo Developer / Product Owner (Personal project)

- Delivered v1.0 on two platforms in 13 days and kept shipping to 156+ issues, 168+ pull requests, and 8+ releases, turning caregiver feedback into 130+ shipped changes.
- 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

- 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 governance for a Jira instance with 10,000+ users, establishing request and approval workflows that cut unauthorized feature additions by 90% within three months.
- Enforced requirements traceability by linking every defect to its test case and requirement, making it quick to tell whether the defect, test, or requirement was at fault.
- Authored requirements and acceptance criteria for an internal mock-customer data retrieval tool and worked with developers to strengthen test coverage, giving testers up-to-date and realistic customer data through tabbed field groups and fields searchable by name or ID.
- Streamlined Agile SDLC reporting for sprint-based teams, improving story tracking and resource allocation for globally distributed teams.
- Traced defective test cases and defects back to misunderstood or flawed requirements, getting every requirement corrected at the source so testers and developers worked from the same expectation.
- Wrote test plans that defined scope by environment, flow, and platform (web, app, or both) and estimated the resources needed to cover it, giving QA and project managers a realistic basis for staffing and scheduling.
- Challenged requirements based on learned experience, drawing on US customer expectations and advocating for them in stand-ups until the requirements were corrected, presenting customers' details the way they expect to read them.

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

- Built a Spotfire dashboard that pulled Nielsen Answers data into interactive visuals for tracking list-price changes across multiple variables, helping teams justify pricing decisions.
- Migrated 25+ legacy reports to a new data source, reducing data mismatches and manual reconciliation.

EDUCATION AND CERTIFICATIONS

Bachelor of Science, Management Information Systems The University of Alabama

2012

ISTQB Certified Tester

2012-Present