Brandon Joel Thompson

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Results-driven Software Delivery Manager with 8+ years of experience leading cross-functional teams in the successful delivery of software products. Expertise in agile methodologies, project management, and quality assurance. Proven track record of meeting deadlines, managing budgets, and exceeding customer expectations. Strong communication and leadership skills, with the ability to motivate and inspire team members to achieve their goals. Passionate about delivering high-quality software that meets business objectives and drives customer satisfaction.

Professional Experience

Griffin Solutions Group/Eclipse Reality, Alpharetta, GA
Software Delivery Manager – 2022 – Present

- Spearheaded the successful delivery of complex software projects from conception to launch, ensuring projects were delivered on time, within budget, and to the satisfaction of stakeholders.
- Managed cross-functional teams of developers, quality assurance analysts, designers, and project managers, ensuring effective collaboration and communication throughout the software development lifecycle.
- Developed and maintained project plans, timelines, and budgets, identifying and mitigating risks to project success.
- Worked closely with product owners and stakeholders to define project requirements, prioritize features, and manage scope changes.
- Coordinated testing and quality assurance efforts, ensuring software releases met high functionality, performance, and usability standards.
- Facilitated agile development methodologies such as Scrum, Kanban, or Lean, fostering continuous improvement and innovation within development teams.
- Conducted regular status updates and progress reports to executive leadership, providing insight into project health, risk, and performance.
- Maintained relationships with external vendors, suppliers, and clients, negotiating contracts and agreements as needed.
- Contributed to the development of software delivery policies, procedures, and best practices, ensuring consistency and efficiency across teams and projects.

AT&T Corporation, Atlanta, GA
Senior Business Analyst - Operations, 2018 – 2021

- Oversee the development, scheduling, and implementation of telecommunications software upgrades
- Manage software development projects end-to-end, including requirements gathering, technical design, implementation, UAT testing, integration testing, training, change management, and launch
- Hosting live technical training on standard operating procedures for enterprise software upgrades and implementations
- Partner with key stakeholders, including technology vendors, cross-functional team members, and external consultants, to build requirements.
- Led cross-functional teams in establishing the technical direction for mission-critical nationwide mobile data hardware upgrades

QA Team Lead - Operations, 2014 – 2018

- Managed the workload for a team of 6 project coordinators, including test case creation, defect tracking, defect solutions, and escalations.
- Organized, trained, and led the testing team responsible for defining new standard operating procedures as the

functional testing subject matter expert (SME)

- Assessed and reported metrics, scorecards, performance analysis, and gap identification to the Operations Leadership Team
- Gathered requirements, tested integrations, and implemented enhancements for custom change management notification and ticketing systems

Project Coordinator - Operations, 2011 – 2014

- Planned, scheduled, and executed successful delivery of 10+ projects via Agile methodology throughout the life cycle from inception to completion.
- Identified and fulfilled business requirements, including defect tracking and resolution, to ensure successful project development and delivery.
- Onboarded new projects ensuring appropriate approvals were secured for estimated scope, budget, and timeline.
- Facilitated meetings to monitor project progress, defects, and issues and provided weekly updates to senior management.
- Spearheaded all the recruitment and onboarding of new hires on the college-level acceptance of the technology development program.

Education

Masters of Science in Information Technology

North Carolina Agricultural and Technical State University, Greensboro, NC

Bachelor of Business Administration in Computer Information Systems

Georgia State University, Atlanta, GA

Full Stack Web Developer Certification

Georgia Institute of Technology, Atlanta, GA

S.A.F.E. Scrum Master Certification