**Michael B. Leggett**

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**General Proficiencies**

* 4+ yrs. Software development, full life cycle, including agile and scrum
* 3+ yrs. QA testing
* 15+ yrs. Customer service experience across various industries/capacities
* 10+ yrs. Hospitality, including banquets
* 7 yrs. Event management
* 3 yrs. Project management
* 4 yrs. Team Lead, task assignment, training, evaluation
* Passionate self-starter with demonstrated history of quick learning and hard work
* Full system life-cycle experience, ranging from requirement gathering to customer feedback
* Outside the box thinker with an attention to detail, looking at the big picture
* Works well managed or self-directed, successful in team environment
* Excellent customer service with a personal standard of superior product knowledge
* Cross-functional skillset, from requirements gathering and QA testing to Sales demos and customer training, can wear any hat necessary
* Pick up the slack where needed, team-first attitude

**Technical Proficiencies:**

* 15+ yrs. Microsoft Office suite
* 4 yrs. SQL databases, running queries, executing stored procedures, building DB’s, data checking, performance concerns
* 4 yrs. Software testing, writing test plans, risk analysis, field testing
* Microsoft Office suite, including PowerPoint, Word, Outlook, and Excel
* Risk analysis driven black/white box, regression, positive/negative, performance/load, UI, and user acceptance testing methodologies
* TDD/BDD methodologies
* Bug/defect tracking, requirement gathering/documentation
* Familiar with open-source bug tracking software including Testopia/Case manager, Jira, On-time web
* Familiar with open-source test automation software including Sikuli, Junit, Ant, and Python/Jython
* Experience testing projects written in C#, VB, .Net, ASP, .Net Nuke, Java, JavaScript, Ajax, Html, and CSS in environments including Windows CE/Win 32/7, IE 6-9, Firefox, and Chrome
* Experience with Agile/Scrum development processes

**Professional Experience:**

**Holiday Inn Express 2014-Present**

**Guest Services Representative/Night Auditor**

* Executed Front desk duties while ensuring customer satisfaction
* Acted as technical liaison for everything from printer repair to server maintenance
* MOD for audit shift, performed financial accounting and created reports for management

**Good Software LLC. 2012-2014**

**Project Manager/QA Analyst**

* Worked directly with client to establish expectations, product requirements, and gather feedback
* Managed implementation requests and directed development staff
* Tracked productivity and labor costs, provided work invoices to client
* Produced demonstrations and prototyped workflow and aesthetics
* Organized UAT’s and conducted weekly sprint updates with client

**Data Connect Corporation 2008-2012**

**QA Analyst 2009-2012**

* Demonstrated rapid navigation of learning curve; resulted in being the only internally promoted QA Analyst in company history
* Operated in a self-managed fashion with great praise from peers and superiors, efficiently determining personal/team tasks and priorities based on personal risk-analysis skills; appropriately requisitioned other resources when necessary to meet timelines/release dates
* Recognized by peers/management for productivity/multi-tasking, successfully establishing and fielding QA needs for 5 developers on multiple products while maintaining Tradeshow Event Management responsibilities
* Created and executed software/hardware test plans from requirements gathered during interdepartmental meetings and customer demonstrations
* Prepared and executed training and sales demonstrations of multiple products, both internally to the company and externally to clients, including requirement gathering from external/internal feedback and technical consultation during execution and support
* Served as SME/customer representative for products in multiple hardware/software environments, managing feature creep and requirement clarification based on field/customer experience
* Created and maintained documentation for processes (in both development and operations), current and new products
* Worked within and assisted with the transition to an Agile/Scrum development environment
* Entrusted by management to make efficient triage judgments and course corrections when met with sub-optimal situations or resources, both during the preparation phase and on the fly while in the field
* Worked directly with customer to define functional requirements and deadlines
* Worked with development to conceptualize and identify shortcomings in future designs, current products, and processes required to field products by the deadline
* Fulfilled multiple roles as necessary to bridge personnel/knowledge gaps within the business including sales engineering and business analysis; provided oversight for outside-process tasks

**Tradeshow Event Manager 2009-2011**

* Worked to design, demo, sell, prepare, and execute 125+ multi-million dollar tradeshows per year, for clients including the top two food distribution companies Sysco and U.S. Foods, as well as 8 of the top 10, with shows in both the U.S and Canada
* Client/management revered ability to manage resources, both material and personnel, to achieve said tasks, including overseeing preparations for electrical, equipment, software, and logistical concerns; advised management on resource allocations in order to achieve maximum customer satisfaction for minimal investment
* Specifically requested/required by numerous high-value clients including Sysco, U.S. Foods, Gordon Foodservice, Ben E. Keith, and Performance Food Group; established record of re-defining the standard of quality/customer satisfaction for new and existing accounts
* Personally executed 30+ tradeshows per year in the field; up-sold clients on new functionality based on first-hand understanding of requirements/product offerings

**Tradeshow Technician 2008**

* Setup and executed tradeshows, including software/hardware troubleshooting and bug reporting
* Recognized on numerous occasions for exceptional work ethic, customer service and technical understanding
* Deployed hardware, including servers, networking infrastructure, and point-of-sale units
* Provided customer service and delivered training demonstrations

**Education**

**Gwinnett Technical College – Lawrenceville, GA**

**AAS Degree – Computer Programming – 2013-Present**