

Lisa Stephen, PMP

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WORK EXPERIENCE

Product Owner/Project Manager II

Safe-Guard Products Intl., Atlanta, GA

April 2015 to present

- Certified Project Manager for web and mobile software projects that provide and enhance tools for users to initiate and manage claims through several self-service channels
- Managed software projects from planning to closer, by identifying project activities, scheduling project activities, managing communications, managing stakeholder engagement and verifying project deliverables
- Worked closely with clients to distribute 11 mobile applications according to their corporate standard for app distribution including enterprise and public distribution
- Authored business requirement documentation and user stories by analyzing business requirements provided by internal and external stakeholders
- Created functional specification documentation necessary for development and QA teams to efficiently build and test the new features
- Acted as Product Owner by managing the product backlog as well as leading sprint planning, retrospective, and mid sprint demo meetings
- Acted as Agile Scrum Master by managing flow of all project issues, including user stories, bugs, and tasks, using JIRA, in a two week sprint cycle
- Performed technical product demos to executives, clients, prospective clients/partners, and sales teams
- Managed change requests, approval, release scheduling, deployment, and post-production validation for mobile app and web updates
- Created and documented processes that were not previously established

Product Manager

AirWatch by VMware, Atlanta, GA

August 2013 to present

- Product Manager for an industry recognized content management application, placed in Gartner Magic Quadrant for enterprise file synchronization and sharing
- Responsible for the entire product roadmap implementation from start to finish
- Collaborate with developers, Quality Assurance, and UI teams to finalize the design prototypes
- Coordinate with User Experience designers to conduct testing with focus groups prior to product development
- Facilitated scrum process by authorizing user stories, maintaining the product backlog, leading and scheduling sprint planning, product demos, retrospectives, story sizing, and daily stand-ups
- Managed bug/issue tracking using JIRA, assess risk and prioritize resolutions
- Acceptance testing of features post QA approval and prior to product GA

- Educated and provided ongoing support to Profession Services, Sales, and Support teams to ensure successful support of the product
- Worked alongside Marketing teams to conduct market research, competitive analysis, and go-to-market strategy
- Managed beta distribution process by working with Professional Services and customers to distribute, engage, and review customer feedback in an organized process prior to releases
- Measured success of the product by analyzing usage statistics, user adoption, customer feedback, revenue, ROI, and customer loyalty

Quality Assurance Engineer/Business Analyst

Rural Sourcing Incorporated, Augusta, GA

August 2012 to August 2013

Client: Save A Lot Grocery Store

- Functional QA testing for material management systems including perishables applications, purchase ordering and provisioning, freight billing and cost maintenance applications, including SOX compliant projects
- Responsible for creating the test plan, test scenarios and test scripts for Save A Lot's Cost Maintenance Freight Bracket application
- Performed functional integration, regression, and cross-application testing for iterative development software deployments using waterfall methodology
- Led daily stand-up meetings with developers and business analysts during testing phases
- Responsible for providing test estimates and QA status reporting to project management
- Tracked issues in HP Quality Center (HPQC)
- Daily use of SQL for data validation, bug investigating, etc.
- Attended requirement gathering meetings with business development leads and developers
- Provided documentation for user acceptance test meetings for business users, to demonstrate the software's capability to meet their business needs
- Aided in the IT department's process of migrating to HPQC by migrating test documents from Microsoft Word to HPQC by Microsoft Excel exporting process

Quality Assurance Engineer

American Well Corporation, Boston, MA

2010 to 2012

- Functional QA testing for Healthcare consumer web and mobile applications that provide online video and telephony services between medical professionals and their patients
- Wrote test plan and test cases in HPQC based on business requirements
- Used technical documentation to create data-feeds with login credentials for testing various user attributes
- Tested applications on clustered systems, requiring basic knowledge of Oracle WebLogic Server to restart servers when testing configurable settings for our application
- Monitored log files for certain performance tests using Baretail
- Worked as the lead tester, alongside product management and development teams, to launch a new mobile application
- Mobile application testing included managing the provisioning of the test team's Apple devices, delivering apple crash logs to developers when necessary, and training testers on our mobile application testing processes

- Responsible for creating the regression suite, including scenarios and test cases, used by the automation team to create their tests for a mobile application testing tool
- Utilized Firebug, WinMerge, IE developer tools for visual design testing

EDUCATION and CREDENTIALS

B.S. Biology, Framingham State College Framingham, MA

Project Management Professional (PMP), Project Management Institute (PMI)

Patent: User onboarding for newly enrolled devices. us 9,510,182

Additional information and references available upon request