Stanley Jean-Baptiste Lagrenade

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Account Management ❖ Project Management ❖ Technical Consulting

Versatile technical professional with comprehensive knowledge in SAAS, technical consulting, and project management. Proven track record of implementing and integrating SAAS within government, commercial, and education institutions. An expert at leveraging my strong technical and business acumen to allow for the successful marriage of product and client processes. Proficient in establishing best practices and lasting business relationships to ensure a high level of client satisfaction.

Core Proficiencies

• **PROJECT MANAGEMENT**	**CUSTOMER SERVICE**	**QUALITY ASSURANCE**
• **AGILE & KANBAN METHODOLOGY**	**DATA ANALYSIS**	**ACCOUNT MANAGEMENT**
• **PRODUCT DEVELOPMENT**	**PRODUCT DEMONSTRATIONS**	**CLIENT TRAINING**

Education

- **GEORGETOWN UNIVERSITY — WASHINGTON, DC**
- *Master of Arts in Social and Public Policy*, **5/2012**

- **GEORGETOWN UNIVERSITY — WASHINGTON, DC**
- *Bachelor of Arts in Sociolo*gy, Minor Psychology, **5/2006**

Experience

IDEMIA NATIONAL SECURITY SOLUTIONS — ALEXANDRIA, VA

- **Sr. Solutions Engineer,** 12/2019 –
- Provide training and support to clients for facial recognition systems and video analytics offerings.
- Provide pre-sales technical consulting through demos and requirements gathering.
- Educate prospects on NSS video analytic solutions and service offerings by providing a consultative, best practices approach to define value add.
- Define system business rules (workflows), interfaces, specific developments, list of hardware needed for requested solution(s), customizations, and write technical offerings and value add sections on proposals for RFPs.
- Maintain demo and test environments for the internal demo room, customer demos, and trade shows.
- Field test all products and work with the development team to develop and implement enhancements per findings and client requests.
- Work with government agencies to deploy and manage POCs for IDEMIA NSS video analytic offerings.

Key results:

- *One of three Solution engineers who developed a technical solution for a government client which resulted in an award of 750 million dollars over 10 years.*

NEC CORPORATION OF AMERICA — ARLINGTON, VA

- **PROJECT MANAGER/BUSINESS ANALYST**, 9/2018 –11/2019
- Manage all aspects of client-facing projects throughout the project lifecycle, including project scope, schedule, performance, communications, risk, resources, quality, costs and change management.
- Define project parameters and create activities and procedures to accomplish goals as defined by the project needs.
- Implement project review procedures to ensure profitable and successful execution of customer projects.
- Identify partnership opportunities and capitalize on 'add-on' sales opportunities across projects.
- Configure facial recognition units for testing, demo and deployments.
- Deploy facial recognition units at client sites and train and consult clients on best practices and use cases.
- Develop training curriculums and documentation on multi-modal facial recognition products.
- Capture product requirements and translate requirements through Jira.

Key results:

- *Successfully implemented Facial Recognition technology at Atlanta AP making it the first fully Biometric Terminal in the country.*

- *Successfully deployed FR for international EXIT from the US across multiple major Airports.*
- *Project managed, delivered, and integrated 62 Livescan systems nationwide for a government agency.*

SOUND EXCHANGE — WASHINGTON, DC

- **Business Analyst,** 5/2018 – 9/2018
- Perform requirements analysis on new features and document stories as follow-up to meetings, working to finalize any details with OPS
- Facilitate meetings with Business Stakeholders to flesh out details to document detailed requirements for the development team.
- Perform release regression testing and release smoke testing.
- Interact within the dev team and OPS to facilitate information flow and keep the dev team from being blocked.
- Review completed tickets to ensure tickets are completed by developers and provide accurate and timely feedback for any deficiencies found against documented requirement.

DECISION LENS, INC. — ARLINGTON, VA

- **Agile Program Manager and Scrum Master,** 2/2017 – 11/2017
- Served as a primary contact in defining business requirements for software development and business process improvement.
- Assisted business owners, Product Managers, and CTO, with integrating business requirements into software development process.
- Managed the daily development processes including, standups, retrospectives, Scrum of Scrums, of a US team and Romanian team of 20+ Developers.
- Allocated and managed Developers, Automation Engineers, and QA Engineers across three different development projects to ensure timely delivery.
- Responsible for implementing and utilizing Agile Methodologies (Scrum & Kanban) on the product team.
- Managed product release cycles, product grooming, work estimations, and assessing risks for meeting project deadlines.
- Utilized metrics to identify bottlenecks in the development process and made improvements where needed.
- Collaborated with Product, Support, Solutions and Sales Engineering, to optimize the product delivery process.
- Assisted Product Managers and CTO with strategic guidance on project activity and impacts on future business requirements.
- Collaborated with Product Manager to prioritize software development cadence based on business demands.

Key results:
- *Successfully transitioned our development process from Scrum to Kanban while maintaining output.*
- *Fostered a culture of continuous improvement, self-organization, and innovation.*
- *Methodologies lead to the timely and successful delivery of all projects with very few minor defects.*

DECISION LENS, INC. — ARLINGTON, VA

- **QA Analyst,** 8/2015 - 2/2017
- Analyzed product stories, created and executed test scenarios for all epic and sub-epic stories.
- Participated in sprint planning, release planning, and technical design reviews.
- Advised Product Managers on technical aspects, risks, and impacts of new functionality on legacy software.
- Assisted in the development and execution of test script automation.
- Found and documented all defects in production and development environment using JIRA. Tested and validated all fixes.
- Coordinated, tested and managed, all major product releases and hotfixes.
- Maintained expert level knowledge of all aspects of the product.
- Mentored and guided two QA analysts to help support team testing objectives.

Key results:
- *Helped Implement a new release testing process resulting in capturing more defects prior to production release.*
- Helped Implement a streamlined testing process resulting in more efficient test execution. (Exploratory Testing)

DECISION LENS, INC. — ARLINGTON, VA

- **Product Specialist,** 7/2014 – 8/2015
- Triaged and addressed all inbound product support requests. Communicated accordingly to engineers, account managers, and professional services
- Ensured client access to latest product information and new releases through maintaining product documentation and knowledge base articles.
- Conducted software usability studies and provided market analysis to product managers.
- Performed QA prior to new releases by writing and executing test cases.
- Managed IT help desk and setup new computers and network infrastructure.
- Managed a portfolio of 80 clients and ensured satisfaction through trainings and responding to technical inquiries.
- Served as point person for client escalations for government clients and commercial clients.

Key results:
- *Built and implemented new support portal (Zendesk) throughout the organization.*

- *Revamped product support process, which lead to faster response rates and higher client satisfaction.*

HOBSONS — ARLINGTON, VA

- **Sr. Client Support Analyst,** 9/2011 – 7/2014
- Implemented and deployed Hobson's strategic suit of SAAS tools through various phases for all new and existing clients.
- Gathered business and technical requirements for client systems integrations during implementations.
- Provided client training and best practice sharing.
- Managed 100+ client accounts and responded to client change requests and issues post implementation.
- Implemented and maintained Zendesk support portal and integrations between other companywide systems.
- Implemented new processes in Zendesk to match changing support structure within the organization.
- Consulted clients and scaled our technology to meet their needs allowing for organizational improvement thus bridging technology and business process.
- Maintained expert level knowledge as the companywide product expert.
- Severed as point person for all client escalations.

Key results:

- *Project lead on MACU partnership where the company solution was scaled and implemented which led to a strengthened business process, and additional partnerships.*
- *Streamlined client support structure leading to a decrease in response time and improved client satisfaction ratings.*
- *90% client satisfaction rating.*

- **GEORGETOWN UNIVERSITY — WASHINGTON, DC**

- **Director of Operations Assistant Track Coach,** 7/2008 to 9/2011

- Supported recruiting efforts through the creation, deployment, and management of recruit databases.
- Coordinated team logistics including; managing team budget (850k), advance reconciliations, travel schedules, and ensured that all operations fell within NCAA guidelines and bylaws.
- Recruited, coached, and mentored, male and female sprints and middle-distance runners.

Key results:

- *Designed and implemented a recruiting process and database to help track the statistical progress of all recruits.*
- *Recruiting process resulted in the signing to three number one high school prospects.*
- *Reduced team costs and expenditures by 3% while simultaneously coaching 10 All-American athletes ranked top 10 nationally.*

Extracurricular Activities

- **TRACK AND FIELD TEAM MEMBER — GEORGETOWN UNIVERSITY-WASHINGTON, DC**
- Team Captain 2004-2007
- 2007 Stuey Memorial award for leadership and dedication.
- All-American, 5x All-Big East