

# Amy Jones

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## Agile Program, Product & Quality Leadership

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Accomplished, passionate, and value-driven technology leader with 15+ years of direct experience providing technical leadership across the software development lifecycle. Experienced in strategizing and leading cross-functional teams to plan, build, and launch world-class innovations while bringing about fundamental change and improvement in strategy, process, and profitability using extensive Agile/Scrum experience and analytic abilities.

Adept at driving strategic direction by simplifying execution while focusing on quality initiatives of business-critical operations. Skilled influencer proficient in defining and implementing best practice software development and quality processes that transcend roles and fuel the direction, strategy, and planning of an entire organization. Proven abilities with industry-recognized certifications in Programmatic Product Management, Scrum Master, and Testing.

- Product Management
- Quality Assurance (QA)
- IT Program Management
- Process Governance
- Scrum Master
- Product Owner
- Software Project Management
- Business Data Analysis
- Software Development
- Business Process Improvement
- Software Testing
- Agile Methodologies
- Team Leadership
- Product Quality Management
- Change & Release Management

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## Career Experience

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### ABC Financial Services – Sherwood, AR

2006 to Present

#### Product & Quality Manager

2016 to Present

Ascended through the ranks by promotion from senior-level Test Software Engineer and director-level Quality Assurance Architect to, ultimately, Product/Quality Manager dedicated to providing technical leadership and strategic direction to the entire product management, program management, and testing function through expert skills in quality, product, and program management. Responsibilities shifted between program, product, and quality based on the needs of the organization at the time.

- Strategized with senior leadership regarding program, product, and quality while directly reporting to the Chief Technology Officer
- Focused on creating governance programs aimed at delivering results by focusing on key inputs, executions, and outcomes that delivered the company's high standard of quality while meeting the customer's quick turnaround needs
- Fostered a world-class business culture through servant leadership earning the trust of others by attentively listening, speaking candidly, and treating others with respect while focusing on employee satisfaction and collaboration
- Mentored and coached staff on product management frameworks, agile methodologies, and quality standards and practices
- Provided administrative support by on-boarding, configuring, and administering all program and collaboration tools including Jira, Confluence, Miro (RealTime Boards), and Slack

**Product Management Focus** (June 2017 to Present): Served as product strategist by translating corporate high-level vision and goals into actionable tasks that resulted in a high-quality product or product enhancements. Established and executed tactical plans by prioritizing features, building consensus, and coordinating product

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design and engineering schedules. Built new offerings and innovate solutions based on current market trends while increasing revenue and profitability of existing products.

- Defined product vision and strategy that was differentiated and ensured delivery of unique value based on customer demands
- Served as the Product Manager/Owner for 4 offshore scrum development teams empowering global collaboration while clearly articulating the business value ensuring everyone understood the intent behind the new product or features
- Provided cross-functional leadership, most notably between engineering teams, sales/marketing, and support by planning what to deliver and the timeline for implementation by defining clear business models and product road maps
- Prioritized features by ranking them against the strategic goals and initiatives making difficult trade-off decisions based on the value that new features would deliver to customers and to the business
- Defined requirements for each feature and the desired user experience working closely with engineering teams on the technical specifications and ensuring that teams have all of the information they need to deliver a complete product to market
- Researched, documented, and communicated industry trends along with competitor analysis allowing for early value-added confirmations
- Responsible for formulating the release process and coordinating all of the activities required to bring the product to market

**Quality Management Focus** (January 2017 to June 2017): Utilized the previous Quality Assurance Architect and Lead Software Test Engineer roles' accomplishments and responsibilities to ensure that software systems met high-quality standards and requirements while satisfying client needs. Doing so by continuously monitoring software development processes and coordinating QA Testers while designing new efficient quality procedures, preventing market entry delays, collaborating with other departments, and making sure software development projects were completed on time.

- Managed by leading, coaching, and mentoring the company's software testers in the practices of test case coverage, risk analysis, scope definition, scenario definition, and execution strategies
- Formulated and implemented overall quality and testing architecture, strategy, best practices, and methodology by collaborating with development leaders and teams focusing on influencing quality across all phases of the software development lifecycle
- Kept current on new technologies and development processes making recommendations on future directions on quality engineering as well as applying the latest techniques
- Maintained product and process knowledge to directly influence lifecycle and methodology practices that improve product quality, productivity, and process maturity
- Conducted reviews and analysis of organizational needs and goals for the development and implementation of applications/systems

**Process Management Focus** (May 2016 to January 2017) Implemented effective change management by establishing and documenting roles, responsibilities, agile methodology, test strategies, and lifecycle processes. Verified continuous business process improvement through updated change and approval management processes, proof of concepts, policy management, performance measurements, knowledge management, and on-boarding strategy to drive high impact decision-making.

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- Collaborated with experts to detail and deploy the department-wide Governance Office roadmap with strategies, methodologies, and frameworks for architecture, DevOps and Quality
- Piloted and implemented agile development methodology/framework for a new greenfield project that would replace all the company's existing systems and product offerings coordinating the roles, responsibilities, and activities of the entire program including teams from two offshore vendors
- Chartered executive steering committees, architecture reviews, and user advisory boards
- Drove executive-level decision making by tracking and reporting on key performance indicators (KPIs) regarding execution, delivery, impact incidents, and quality
- Fostered a culture of continuous business process improvement and effectively managed stakeholder relationships through cross-functional collaboration
- Performed on-going audits of change management process to ensure effectiveness
- Standardized development processes to reduce cost, improve productivity quality, predictability, timeliness, team coordination, and customer satisfaction while reducing risk
- Created and maintained robust documentation of existing development processes, performed gap analysis to identify areas of inefficiency and/or low quality, and championed recommendations for improving the development process

## **Quality Assurance Architect**

**2014 to 2016**

Directed every aspect of the quality and test architecture from strategy and framework to methodology in order to confirm improved productivity, quality, stability, timeliness, and cross-functional cooperation that fueled customer satisfaction, risk mitigation, and cost optimization. Certified compliance with all internal and external security measures including PCI, HIPPA, SOX, and customers' service level agreements (SLAs).

- Vital role in assembling a highly skilled testing team from the selection process to on-boarding
- Introduced a 30/60/90-day plan to review the performance of all new testers also implementing a certification requirement providing company-sponsored training within the first 90 days
- Provided technical leadership and strategic direction to the quality and testing organization including best practices and principles to drive improvements needed for quality, effectiveness, and efficiency throughout development lifecycle (SDLC)
- Provided strategic recommendations regarding the procurement and integration of emerging technologies to drive process improvements and innovation
- Facilitated root cause analysis across the product portfolio to better establish prevention plans
- Provided guidance and support in improving development processes by identifying department-wide opportunities for best practices that increase quality and decrease inefficiencies

## **Lead Software Test Engineer**

**2006 to 2014**

Provided senior-level technical leadership in the defining of test phases and the execution and application of plans and methodology for all aspects of product testing. Designed test plans, estimates, scripts, and reports according to gathered requirements. Safeguarded product purpose through testing strategies including functional, regression, performance, usability, and integration. Oversaw all test activities and analysis to verify adherence with expectations.

- Served as the principal point of contact for all product-related issues to better advocate for quality

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- Devised testing strategies and offered tactical recommendations to address client needs, product architecture, cost, quality, and delivery timelines
- Determined project feasibility by defining and verifying requirements
- Ensured timely identification and resolution of all software-related issues
- Facilitated skills-based training to ensure best practice operation by all testing engineers

## Axiom Corporation – Conway, AR

1997 to 2006

### Lead Software Tester

1998 to 2006

Outlined departmental testing standards and implemented user acceptance testing (UAT) policies to streamline the team-wide approach to projects. Drafted testing documentation templates for the entire business unit, validated all systems and code, generated status updates for team leaders, and trained all new hires regarding corporate guidelines for software testing procedures.

- Developed key process improvements to drive significant cost savings, which eliminated annual processes, improved address distance calculations, and streamlined applications into a single GUI saving over 5 million annually
- Facilitated skills-based training for 28 data validation, enhancement, and manipulation operations for the entire data compilation business unit which covered 200M consumer and business records

## Additional Experience

### Database Auditor

1997 to 1998

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## Education

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Pulaski Technical University – North Little Rock, AR  
University of Arkansas at Morrilton - Morrilton, AR  
College of the Ozarks - Branson, MO

### Certifications

Pragmatic Management Certified (PMC-I)  
Professional Scrum Master (scrum.org)  
ICAgile Certified Professional (ICP)  
Certified Tester Foundation Level (CTFL)

### Technical Proficiencies

**Skills:** Program, Product, & Project Management ▪ Quality Assurance & Software Testing ▪ IT Governance ▪ Fostering Customer Relationships ▪ Research & Business Analysis ▪ Process Design, Governance, & Documentation ▪ Leadership, Mentoring, & Coaching ▪ Process Mapping & Improvement ▪ Critical Thinking & Problem Solving ▪ Attention to Detail & Assessment Oriented ▪ Backlog Refinement & Management ▪ User Story Mapping

**Tools:** Agile Methodologies / Scrum / SAFe ▪ VersionOne / TestRail / HP Quality Center ▪ Jira / Confluence / Aha Product Roadmaps ▪ SQL / Oracle ▪ Java / HTML / XML / API's ▪ Microservices / Distributed Systems ▪ Hardware / Peripherals ▪ Microsoft Office / SharePoint ▪ Linux / Unix