

Devon Stone

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PROFESSIONAL SUMMARY

Operations-minded technology professional with experience spanning software quality assurance, systems support, software implementation, data cleanup, technical documentation, and cross-functional delivery inside a fast-moving SaaS environment. Known for stepping into ambiguous problems, learning systems quickly, improving workflows, and helping teams translate business needs into dependable execution across clients, product, engineering, and operations.

CORE SKILLS

Business & Operations: Process optimization, software rollout support, workflow design, stakeholder communication, training, documentation, team coordination, change management

Quality & Delivery: Manual testing, end-to-end testing, regression testing, release validation, mobile deployment support, sprint QA, defect triage, acceptance testing

Technical Tools: Playwright, Postman, Ghost Inspector, GitHub, Visual Studio Code, TablePlus, Confluence, Jira, Slack, SendGrid, Sentry, Statsig, HubSpot, CircleCI, Vercel, AWS

Systems & Data: API testing, data cleanup and mapping, integration support, environment management, test design, log review, SQL-assisted analysis, Chrome extension testing

PROFESSIONAL EXPERIENCE

Case Status | Remote

Optimization Consultant -> Implementation Manager -> QA Specialist | Jun 2022 - Present

Progressed through three roles supporting analytics, software implementation, and software quality in a high-growth legal technology company. Timeline: Optimization Consultant, Jun 2022 to Aug 2023; Implementation Manager, Aug 2023 to Feb 2025; QA Specialist, Feb 2025 to Present.

- Built broad product and business knowledge by working across client analytics, implementation, and engineering, giving leadership and internal teams a trusted operator who could adapt quickly as company needs changed.
- Implemented software for 70+ law firms, guiding onboarding, configuration, integration setup, training, data cleanup, and handoff while working directly with managing partners and firm staff.
- Supported integrations across Filevine, Clio, MerusCase, Neos, Litify, CASEpeer, MyCase, and Smokeball, translating messy source data into cleaner, workable structures for reliable platform rollout.
- Created and maintained Postman environments and collections for endpoint validation, improving consistency of API testing across releases and feature work.
- Helped design and build the Playwright automation framework and migration approach, making it easier to scale end-to-end coverage and accelerate future test creation.
- Owned manual end-to-end QA for fast weekly sprints, validating web, mobile iOS, Android, and integration-heavy workflows while partnering closely with product and engineering before release.
- Used GitHub, Visual Studio Code, TablePlus, Sentry, SendGrid, Statsig, HubSpot, AWS, CircleCI, and Vercel to investigate defects, verify fixes, monitor deployments, and support production confidence.
- Maintained Confluence and internal API documentation, release notes, and feature guidance so product, QA, and technical teams had clearer references for new functionality and support workflows.
- Helped uphold QA standards across the team, collaborated closely with developers and product managers, and contributed to feature design conversations earlier in the delivery lifecycle.
- Supported a strong startup culture through cross-team collaboration and participation in culture committee efforts while helping the company scale its product and internal processes.

Abacus Technologies | Birmingham, AL

Network Systems Engineer | 2021

- Served as technical manager for a major client environment, balancing infrastructure support, project coordination, troubleshooting, and security-minded system improvements.
- Managed software implementation projects and contributed to process automation, technical support leadership, and threat and vulnerability mitigation.

BMSS | Birmingham, AL

IT Technical Support | 2016 - 2021

- Provided technical support to 200+ end users and administered core systems including Active Directory, Microsoft 365, Exchange, and Azure-related services.

- Supported acquisitions, cutovers, equipment upgrades, and inventory management while maintaining strong user service and operational reliability.

Zaxby's | Birmingham, AL

General Manager / Assistant Manager | 2009 - 2016

- Led, trained, and developed teams in a high-volume environment while managing staffing, service quality, operational performance, and daily business accountability.
- Built a strong foundation in leadership, process discipline, customer experience, and coaching under pressure.

Education: Jefferson State Community College and the University of Montevallo