

Devon Stone

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PROFESSIONAL SUMMARY

Senior Software Implementation Manager with experience leading full-lifecycle SaaS delivery across legal technology environments, from sales handoff through onboarding, data migration, system configuration, training, adoption, and transition. Delivered 80+ implementations, managed a portfolio of 20 firms, and partnered closely with product and engineering to improve rollout quality, process consistency, and client outcomes at scale.

CORE SKILLS

Implementation & Delivery: SaaS implementation, customer onboarding, software rollout, stakeholder management, project timelines, client enablement

Legal Tech Systems: Filevine, Clio, Litify, MyCase, Smokeball, MerusCase, Neos, CASEpeer, integrations, workflow configuration

Technical & Operations: Data migration, data mapping, system configuration, API testing, Postman, Jira, Confluence, GitHub, TablePlus

Metrics & Scale: 70+ implementations, 80+ firm portfolio, 49 sprints, Jira-based delivery tracking, process standardization

PROFESSIONAL EXPERIENCE

Confidential SaaS Company (Contract) | Remote

Senior Implementation Manager | Apr 2026 - Present

- Own full lifecycle implementations from sales handoff through launch, adoption, and transition to long-term account ownership.
- Lead kickoff calls, define scope, establish timelines, align stakeholders, and manage delivery milestones across client onboarding projects.
- Drive data migration, system configuration, workflow setup, training, and post-launch support to ensure operational readiness and successful rollout.
- Track scope, dependencies, adoption milestones, and handoff readiness across parallel implementations while strengthening process consistency and client outcomes.

Case Status | Remote

Implementation Manager -> QA Specialist -> Optimization Specialist | Jun 2022 - Apr 2026

- Delivered 80+ SaaS implementations for law firms across Filevine, Clio, Litify, MyCase, Smokeball, MerusCase, Neos, and CASEpeer environments.
- Managed a portfolio of 80+ firms across implementation and post-launch engagement workflows, balancing onboarding, follow-through, and client success needs.
- Built and applied a 4-phase implementation methodology spanning onboarding, configuration, rollout, and transition to improve delivery consistency and scalability.
- Contributed across 49 sprints and managed 264 Jira work items with roughly 92% completion, while creating and tracking 170 additional issues to improve delivery visibility.
- Partnered with product and engineering on API validation, release readiness, system reliability, and process improvements, strengthening implementation quality with QA depth.

Abacus Technologies | Birmingham, AL

Network Systems Engineer | 2021

- Supported client environments through implementation projects, infrastructure troubleshooting, automation work, and system improvements.
- Balanced hands-on technical support with project execution, strengthening systems thinking and delivery discipline.

BMSS | Birmingham, AL

IT Technical Support | 2016 - 2021

- Supported 200+ users across Microsoft 365, Active Directory, Azure, and day-to-day technical operations.
- Assisted with system migrations, acquisitions, and infrastructure upgrades in a high-volume professional services environment.

EDUCATION

Jefferson State Community College | University of Montevallo