

Devon Stone

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PROFESSIONAL SUMMARY

Forward Deployment Engineer and SaaS implementation leader with experience across customer engineering, implementation, QA, and optimization in legal technology. Embedded directly with SaaS accounts to launch complex integrations, remove technical blockers, accelerate AI feature adoption, and turn one-off solutions into repeatable playbooks. Delivered 80+ implementations, managed an 80+ firm portfolio, and partnered cross-functionally with Product, Engineering, and Customer Success to improve go-live speed, adoption, and retention.

CORE SKILLS

Forward Deployment & AI: Embedded customer engineering, live technical diagnosis and resolution, CMS integration and sync troubleshooting, AI feature adoption and enablement, AI-augmented workflow design, runbook and playbook development, trusted advisor to client leadership, go-live acceleration and launch management

Implementation & Delivery: SaaS implementation, customer onboarding, software rollout, stakeholder management, project timelines, training, change management, adoption strategy

Technical & Systems: Data migration, workflow configuration, API testing, root cause analysis, release readiness, SQL and data analysis, process standardization, system reliability

Tools & Platforms: Postman, Playwright, GitHub, Jira, Confluence, HubSpot, AWS, Vercel, Sentry, TablePlus, Claude and MCP integrations

PROFESSIONAL EXPERIENCE

Case Status / Remote

Forward Deployment Engineer | Jun 2026 - Present

- Embedded directly with customer leadership and internal teams to launch complex SaaS integrations, unblock production issues in real time, and accelerate adoption of AI-powered workflows after go-live.
- Diagnosed and resolved live sync and deployment failures during customer calls, replacing multi-day ticket cycles with immediate technical resolution and clearer execution paths.
- Designed go-live launch sequences with readiness gates, scheduled rollouts, and week-one troubleshooting windows that reduced launch risk and improved adoption confidence.
- Cleared a 1,400-case backlog in a single working session by building a prioritized, color-coded worklist cross-referenced against the customer's case management system.
- Turned high-touch customer problem solving into repeatable playbooks and AI-augmented runbooks that improved onboarding speed, protected retention, and scaled delivery quality.

Case Status / Remote

Senior Implementation Manager (Contract) | 2026

- Led full-lifecycle implementations from sales handoff through launch, data migration, system configuration, training, adoption, and transition for complex SaaS accounts.

Case Status / Remote

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

- Delivered 80+ SaaS implementations across Filevine, Clio, Litify, MyCase, Smokeball, MerusCase, Neos, and CASEpeer, balancing onboarding, configuration, training, and post-launch follow-through.
- Managed a portfolio of 80+ firms and built a 4-phase implementation methodology spanning onboarding, configuration, rollout, and transition to improve delivery consistency and scalability.
- Contributed across 49 sprints, managed 264 Jira work items with roughly 92% completion, and created 170 additional issues to improve delivery visibility, product quality, and release readiness.
- Partnered closely with Product and Engineering on API validation, workflow design, system reliability, bug investigation, and cross-functional process improvements informed by real customer environments.

Abacus Technologies | Birmingham, AL

Network Systems Engineer | 2021

- Supported client environments through implementation projects, infrastructure troubleshooting, automation work, and systems improvements, strengthening systems thinking and technical 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, including migrations, acquisitions, and infrastructure upgrades.

Education: Jefferson State Community College | University of Montevallo