

Steve Stanley – Senior Technology Consultant / Engagement Manager *for JSWco*

Summary

Steve Stanley joined JSWco in July 2012 as a Senior Consultant responsible for Business Analysis and Strategy. In his second year with the firm, Steve was promoted to Engagement Manager and now contributes to the success of our consulting efforts by providing Client strategic direction; scoping, sizing & solution planning; project execution leadership; Agile process coaching; as well as on-going Development Team management.



Steve has been working in the technology sector for over 20 years as an operational manager as well as a strategic consultant and has specialized in eCommerce Application Design, Retail & Warehouse Systems and Business Process.

Steve will be involved at various points of interaction with all of JSWco's clients, from pre-sales strategy & project planning, to discovery-phase analysis & requirements facilitation, to functional and technical application design, to quality assurance testing and release management. Steve has also been tasked with the effort of consolidating and unifying our Analysis Best Practices, Client Consulting Approach and Documentation Methodologies.

Experience

Steve brings specific consultative experience as a Senior Business Analyst, Strategist, and Software Systems Designer to a diverse industry assortment at a variety of corporate levels.

Having Served in management, operations, and IT for various organizations both as an in-house resource as well as a technology consultant, Steve is able to frame projects from both perspectives and help JSWco deliver best-of-breed solutions to each unique engagement.

Focused on a matured approach of combining broad-based technology, business, customer and brand innovation expertise into conceiving, developing, testing, and implementing business systems, methods, and concepts.

Technologies within Industries (Previous Experience)

Technology Consulting Services Industry -

- Within a consultancy responsible for delivering various technology and software solutions, responsible for building and managing diverse and distributed teams of professional services and consulting resources within a variety of clients and engagements.
- Vast experience developing operational policies/procedures and client-services methodologies focused on performance effecting productivity of consulting teams, delivery & adoption of committed deliverables, as well as managing client expectations, budgets & the delivery of business systems and developed applications.
- Within consultancy and service provider models, responsible for providing presales support and client consulting services by leading the strategic design of software development solutions.

Retail, Wholesale, Distribution Industry -

- Served as a Retail Store Manager, responsible for daily operations, personnel and financial management of a technology sales and service franchise. Also responsible for developing industry-specific business consulting and client services offerings.
- Served as an Application Engineer & Business Consultant for a technology services consultancy, responsible for delivering client-specific leadership and guidance devoted to retail, wholesale & distribution challenges at various clients.
- Served as a Service Delivery & Application Development Manager for an enterprise systems VAR, responsible for designing service & maintenance programs for installed systems & deployed software.
- Lead numerous eCommerce deployment projects that involved all areas of retail, merchandising, interactive marketing, sales-order management, inventory control & integration, item fulfillment process and overall solution management.

Mobile Device Industry -

- Assisted in the design & development of an industry-specific communication solutions based on a business-critical administrative portal & database solution to manage thousands of wirelessly connected devices.
- Contributed to the interface usability design for a suite of industry-specific communications device solutions - both from a hardware and software design perspective.

Financial & Retirement Services Industry -

- Has lead the analysis & design efforts of large mission-critical initiatives by providing subject matter expertise in waterfall and agile projects related to the various suite of secure web center applications.
- Has served as analyst/strategist for new application design projects, rolling-out business tools and feature enhancement of existing applications across organizations.

Food Service Industry -

- Responsible for strategic design, system development, and ongoing management of the web-compliment for a food service industry publication - which included deployment of a content management and online-community portal solution.
- Has developed order management, inventory control and logistics solutions for wholesale & warehouse business operations.

Specialties

Application Business Analysis in eBusiness Solutions & Business Models
Technology Strategy & Planning in Software Systems Design & Deployment
Business Rule Analysis & Data-Mapping
Waterfall, Iterative & Hybrid (RAD-like) Project Methodologies
Functional Requirements Planning & Facilitation
Coordinated Test Phase Management & Defect Tracing + Quality Assurance & User Acceptance
UI Design, Prototyping
Usability and User / Customer / Shopper Experience
Portal & Content Management - Design, Deploy & Manage

Education

Masters of Science in Management from Colorado Tech
BS in Computer Science from East Carolina University
Concentration in: **Application Design, Systems Analysis & Software Engineering**

The JS Walker Engagement Manager understands the Client business and owns the Client challenge.

The Engagement Manager is responsible for determining how to bring the best of JSWco's capabilities to the client to solve the Client challenge and deliver value to the Client's business.

The Engagement Manager coordinates business understanding with Client resources and collaborates with the development team to manage their day-to-day solution activities.

The Engagement Manager ensures that engagements stay on track and are focused on helping our Clients achieve their strategic goals, and that Client interactions are always professional and Client expectations are met or exceeded.

Client / Project Responsibilities

- Work with JSWco management to develop excellent customer relationship through **understanding Client's business** and serving as a **business savvy champion** of the Client's success
- Conduct **requirements gathering** meetings with both business and technical stakeholders to understand Client business, assess current challenge, validate goals and objectives, and establish priorities
- Create clear **requirements documentation**, including functional requirements (features, user stories, and acceptance criteria), wireframes, screen mockups, process diagrams and descriptions aligned with overall business goals
- Collaborate with technical resources to identify and create technical designs and solutions and to coordinate sizing and estimating efforts into budgets for clients
- Establish project structure in VersionOne and keep up-to-date; manage project artifacts in SharePoint; manage project delivery and all project activity/status updates to Client
- Serve as scrum master throughout the engagement, working with Developers to ensure proper task assignment, uncover and remove impediments and obstacles to project success, and conduct sprint planning sessions, sprint retrospectives, and solution demos
- Partner with customer stakeholders (or serve as proxy product owner [where necessary]) throughout the engagement to drive the process/methodology as well as to coordinate business understanding of features to the development team
- Support sales through providing information and analysis of prospect client needs [\[RB1\]](#) and contribute to document preparation to close the sale

Internal Responsibilities

- ✓ Work with JSWco Committees to establish, refine, and revise **Best Practices** and Standards
- ✓ Ensure alignment between project tasks and required skills with **resource allocation** needs on a regular basis
- ✓ Coordinate the internal **QA** and external **UAT** processes to validate and verify solution functionality meets the defined scope / user stories and acceptance criteria
- ✓ Perform **change management** required to transition solution to production
- ✓ Provide ongoing **activity reports** and billing notes to ensure Client is billed accurately and according to agreed terms

Steve has a strong technical background in software development with a high level of expertise in business analysis, systems analysis, project manager and Agile project execution.

Steve has repeatedly demonstrated a proficiency working collaboratively in a high-performant team environment

Steve has in-depth experience as a Business Analyst and Project Manager for custom software projects for clients with over 18 years of business world experience

Steve has also demonstrated an effective working knowledge of information technology including understanding of software development best practices and methodologies, especially Agile/SCRUM – and provides the following services/competencies as Engagement Manager for JS Walker:

- ❖ Advanced **facilitation** and **elicitation** skills for information gathering and determining client business requirements
- ❖ Ability to **assess** client requirements and **translate** into / create well-organized functional requirements
- ❖ Excellent **analytical skills** and **problem-solving** mindset
- ❖ Self-confidence and experience in a **consultative**, client-facing role, making group presentations and overall strong communication and motivational skills
- ❖ Highly adaptable, enthusiastic, professional, positive-minded, customer-focused, and service-oriented
- ❖ Quick and continual learner, self-starter with ability to work independently

Steve Stanley's Personal & Professional Mission Statement - for 2013:

Live with **Integrity** in all Situations

Evaluate every Situation, Challenge, Interaction and *find Opportunity*

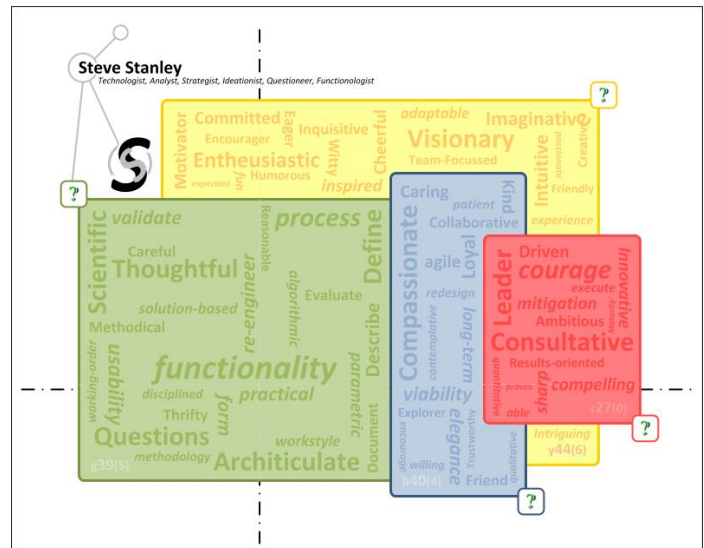
Look at every Opportunity as a chance to be **Innovative** and **Creative** in *Serving Others*

Serve Clients' Needs with *Skill & Passion*

Passionately Deliver Exceptional Value in Every *Engagement*

Be Diligent in every Engagement, with all *professionalism and promptness*

Act Promptly and *with the right amount of energy in each unique Situation*



(§) Vision & Values:

1. My love for my family - Stacie, Addy & Emma Jo
2. Out of gratitude to my Savior
3. Being fortunate to work with such amazing professionals
4. In pursuit of the enjoyment of collaboration
5. Finding enthusiasm toward Consulting - to work with exciting people on exciting projects in exciting industries
6. Building on experience in Software Design & Systems Analysis
7. Seeking always to improve, learn, contribute, and find mutual benefit
8. Find ways to infuse stability and competency in all collaborative ventures
9. Take life to the next level - at Home and at Work - incrementally leverage what has been given to set higher goals and achieve greater endeavors than you thought possible this time last year
10. Increase my technical aptitude while raising everyone else's Analysis skills
11. Live a life representative of the Gospel of Grace - being brought-out of my circumstances into the merciful hands of the Father
12. Waiting expectantly on the move of the Holy Spirit and the advancement of the Kingdom - *in and thru me...*
13. Believe; Explore; Laugh often; Relax more; Sing & Play; Invest with caution & compassion; and Go Deep!!!
14. Delight my Clients! Deliver exceptional 'product' experience going well beyond even the most insightful and creative expectations to provide new industry trends in ways no one has yet discovered.
15. Exemplify *these* core principles for an "Agile Mindset": leverage an Iterative Workstyle in order to deliver the highest-value solutions possible; Motivate and Inspire my teams by celebrating the accomplishments of each Iteration; incorporate the Retrospective in the pursuit of Continuous Improvement in work, life, family, and every possible interaction.
16. *I Value:* **People** over Process; **Delivery** over Description; **Collaboration** over Stalemate; **Embrace Failure** over a Belief in Clairvoyance

