

## April R. Lyons – Technical Project Manager / Lead Analyst

### Summary

Highly skilled technical project manager and business system analyst with experience across the legal and learning industries. Self-starter, strong natural leadership skills with the ability to build rapport and lead development teams through the SDLC. Experience working with remote and global development teams. Highly analytical and able to solve complex problems. Possess strong oral and written communication skills in order to interact with various executives' staff, technical teams and end users.

### Education/Certification

- 2013 Certified Scrum Master: CSM
- 2005 University of San Diego, Paralegal Program: Emphasis in Business and Environmental law
- 2005 San Diego State University: Bachelor of Arts in Social Work

### Professional Experience

#### **Knowledge Stream, Inc.**

January 2018 - Present

San Diego, CA

#### ***Technical Project Manager: Implementation***

- Perform all functions of consulting services project management for client's custom eCommerce LMS implementation, system migration, and mobile solutions. Manage project activities and deliverable deadlines for vendors, developers, and internal resources in order meet timeline and quality objectives.
- Participate in data migration activities, migration testing and validation, and custom feature requirements definition in order to implement custom product solution and complex reporting requirements.
- Perform product workflow testing and sign-off of delivered features. Identify critical deficiencies in technical design, workflow gaps and technical issues as well as contribute to solution decisions. Lead testing team and manage lengthy testing cycle.
- Subject matter expert for designed systems features and training needs.

#### **Vertican Technologies**

September 2014 - January 2018

San Diego, CA

#### ***Technical Project Manager, Analyst: Development, Implementation and Migrations***

- Manage technical projects for high volume litigation management product including product redesign for SQL database, automated database migrations/automated release processes, complex custom feature/EDI implementations, product re-branding, and continual maintenance/feature enhancements.
- Lead development team using Atlassian tools. Decompose and document project tasks to maintain iterative development. Partner with PMO to document, train, and maintain internal standards of project execution across the organization.

- Gather and document business requirements through interviews, analysis of technical specifications and other documentation. Perform system analysis and capture requirements through user stories and process mappings. Create technical translation logic matrices and implementation guides.
- Support development team during development for requirements clarification, negotiation, and scope.
- Lead and support QA analyst team through test case preparation, execution and deficiency reporting. Coordinate and facilitate UAT with customers on requested features.

***Encore Capital Group***

August 2010- May 2014

San Diego, CA

***Technical Project Manager, III: Scrum Master/Product Owner/Business System Analyst***

- Contributed to the implementation of Agile/Scrum methodology across global development team.
- Sole point of contact for business stakeholders to understand business initiatives, issues and areas for process improvement. Performed systems analysis and worked with development team to recommend technical solutions. Negotiated scope and requirements to maintain iterative development release cycles while meeting business needs.
- Created, organized and maintained product backlog of business requests. Facilitated all scrum ceremonies to lead development team through monthly release cycles. Authored release communications and coordinated with training and production support teams for production releases. Fostered team relationships to maximize team productivity, meet scheduled release dates, and ensure quality standards met.

***Process Manager, II***

- Documented nationwide business process through conducting interviews and preparation of cross-functional flowcharts and translated business needs into system requirements in support of compliance standards in a highly regulated industry.
- Liaised with development team to deliver technical solutions to business problems, maintain compliance and recommend feature improvements to increase productivity in support of high-volume operations.
- Participated in UAT, supported training team during roll-out and provided ongoing technical support to business. Identified process improvement opportunities and training needs.

***Paralegal***

- Legal SME for new business initiative. Participated in strategy planning and executed PoC phase for California litigation processes.
- On-boarded, trained, and provided oversight for incoming legal specialists and clerks. Contributed to development of department role structuring and identification of task assignment both domestic and global.