

# MARLIN ANNETTE JONES

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## SUMMARY

Detail-oriented Account Management professional with expertise in information management, logistics coordination, project management, program administration, and business communications. I have strong organizational and planning skills. I am able to liaise across all department levels and am capable of managing multiple priorities. I excel in relationship management and problem solving. I can effectively work independently or with a team to complete projects on schedule.

## PROFESSIONAL EXPERIENCE

### TYLER TECHNOLOGIES, LUBBOCK, TX

2018 – Present

#### Product Owner, Incode Municipal Court

February 2018 - Present

#### Women's Leadership Network Council Leader for Local Government Division

Responsible for driving end-to-end experience for Incode Municipal Court Software and managing customer relationships

Work directly with customers to develop and refine product requirements.

- Provide Engineering with decision support and represent the “voice of the customer”.
- Serve as the primary contact for implementing, training, and transitioning newly released “Virtual Court “ product and then facilitate the transition into day-to-day support (day 2 support).
- Create and document processes for internal and external clients.
- Instrumental in launching Virtual Court under a shortened/accelerated release management schedule due to COVID-19.
- Implemented a Question and Answer webinar for Virtual Court clients to join weekly to share best practices, discuss challenges as a group and share new developments/enhancements to Virtual Court and/or Incode.
- Established and host weekly training sessions for the courts to participate in training opportunities to learn more about the products and the enhancements in Incode and new products on the cloud.
- Develop and maintain excellent relationships with clients to help foster customer retention and expansion.
- Speak with customers daily to develop and refine product requirements.
- Provide Engineering with decision support and the “voice of the customer”
- Research customer processes, needs and perceptions
- Perform User Acceptance Testing (UAT) to validate that delivered code meets specifications

### TRUNO RETAIL TECHNOLOGY SOLUTIONS, LUBBOCK, TX

2017 - 2018

#### Business Analyst and Implementation Project Management

April 2017 – February 2018

Responsible for building and maintaining relationships with our business stakeholders, by advocating for their needs and perspectives Ensure all projects are met with client satisfaction; regular communication with the client regarding schedule and to set expectations properly regarding the status of the project

- Manage project documentation
- Manage project workflow; ensure the project workflows to appropriate resources until it is passed along to steady state for support management
- Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedules to ensure timely completion of project.
- Utilize expertise and leadership skills to direct staff and to resolve issues to ensure project goals and requirements are met
- Responsible for driving discussions across multiple business areas to define requirements and resolve issues
- Responsible for stakeholder expectations and communications management
- Responsible for representation of stakeholders in requirements management
- Schedules and leads stakeholders through process mapping sessions
- Creates process/data flow diagrams

**Project Manager, Enterprise Mobility****November 2016 – May 2017**

Responsible for managing enterprise mobility projects

- Understand and support deliverable details for each customer found in the MSA, SOW and other documented requirements
- Schedule and host customer project kick-off sessions, as well as, additional sessions for requirements and touch points as needed
- Develop project requirements documentation
- Create support workflows for all support areas impacting project
- Foster and maintain project plan and communication plan including action items, risks, issues, decisions and change control
- Track record of driving project teams to meet business requirements on-time
- Work with Order Management to communicate project deployment details, as well as forecast and track all areas of backlog for project, including recurring and non-recurring services
- Conduct lessons learned, project reconciliation, project close and steady-state transition meetings

**Service Support Advocate, LCM for Enterprise Mobility****July 2015 – November 2016**

Provided support to Stratix Life Cycle Management customers to ensure that we met the contractual Service Level Agreements.

- Worked closely with internal organizations with regards to my assigned accounts in the areas of service, provisioning, shipping and inventory
- Provided constant communication with customers and internal associates regarding critical issues impacting SLA's
- Reviewed inventory levels for spare pool and communicated inventory risks, stock outs, or needed requirements pertaining to spare pool inventory
- Maintained existing customer information and details related to managing the customer's account; assets, orders, and support requirements, including documented repair processes

**March 2013 – April 2015****Incident Manager, Account Management Support, Video Integrated Product Support**

Performed necessary operational duties needed to manage the various aspects of Video Integrated Product customer base.

- Maintained detailed records of customer inquiries, comments, and opportunities
- Reviewed customer cases to identify potential issues
- Identified, analyzed, and explained performance trends that would impact the customer before the customer was aware of the trend
- Served as stable and responsive contact for account relationship
- Provided written documentation on all processes and procedures worked or created for the support team
- Responsible for documentation of training materials and process guides
- Assisted with the enhancement of operational procedures for all day-to-day tasks