

MICHAEL FISHER

Technology Leader · TPM & Tech Lead · AI-Augmented Delivery

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PROFESSIONAL SUMMARY

Technology leader with 20+ years delivering enterprise software at scale — career arc across full-stack development, Product Ownership of a 12-application enterprise portfolio, Release Train Engineering across a 6-team ART, and currently QA operations leadership. Certified SAFe 6 RTE and PO/PM. Currently building and deploying AI-augmented workflows into production QA tooling, including an agentic test-case authoring pipeline saving ~17+ hours per PI. Track record across healthcare, telecommunications, logistics, and real estate — architecting mission-critical systems for thousands of users.

CORE COMPETENCIES

Technical Program Management · Cross-functional Technical Leadership · AI-Augmented Delivery · Agentic AI Workflow Design

Enterprise Application Architecture · Product Ownership & Platform Strategy · QA Operations Leadership · Release Train Coordination · Full-Stack Development

CERTIFICATIONS

Certified SAFe 6 Product Owner / Product Manager · Certified SAFe 6 Release Train Engineer (RTE) · Certified SAFe 6 Practitioner · Certified QuickBase App Foundations

PROFESSIONAL EXPERIENCE

Senior System Engineer · AT&T, Inc.

May 2017 – Present · Atlanta, GA (Hybrid)

Tenure progression: QA Operations Lead (current) · previously Product Owner, Release Train Engineer, and Senior Full-Stack Developer

CURRENT — QA OPERATIONS LEAD

- Lead QA operations for the Agile Release Train — test case strategy, UAT coordination, and sprint tracking.
- Designed and deployed an agentic AI workflow (Microsoft Copilot + QuickBase) that auto-generates UAT test cases from PI user story acceptance criteria — 85% usable without edits, eliminating ~17–19 hours of manual authoring per PI.
- Built the team's QuickBase QA operations platform from scratch — KPI dashboards, UAT tracking, and a public defect-reporting portal — establishing formal QA measurement where none previously existed. Platform now anchors operations across PI cycles.

PRIOR — RELEASE TRAIN ENGINEER

- Led 3 Program Increments end-to-end across a 6-team Agile Release Train — PI planning, dependency resolution, and delivery cadence.

PRIOR — PRODUCT OWNER & SENIOR FULL-STACK DEVELOPER (~5 YEARS)

- Owned a portfolio of 12 enterprise web applications on RHEL servers (Perl, JavaScript, HTML) — architecting, delivering, and modernizing internal operations tools serving 5,000+ users.
- Built and integrated 100+ custom front-end components, improving performance and UX across the application portfolio.

Developer Consultant · Apex Systems (AT&T Contract)

Apr 2016 – Apr 2017 · Atlanta, GA

- Built and customized enterprise web applications using HTML5, CSS3, JavaScript, EmberJS, and PHP within the AT&T technology ecosystem.
- Optimized legacy codebases and resolved critical application issues, improving system reliability and long-term maintainability.

Software Developer · QGistix, LLC

2016 · Atlanta, GA

- Developed internal and external web applications using AWS, PHP, and MySQL in a fast-paced startup environment.

SQL Developer / Programmer · South Georgia Medical Center

Jun 2014 – Dec 2015 · Valdosta, GA

- Developed custom reports and databases using Microsoft SQL Server and BIDS across clinical and administrative departments.
- Built secure internal web applications using PHP, CodeIgniter, jQuery, and SQL.
- Delivered the organization's first iPhone mobile application (Xcode / Swift) — a new patient-facing digital touchpoint.

Earlier Experience

- **Senior Web Developer** — JWB Real Estate Capital, Jacksonville, FL (2013). Built internal web applications in PHP / CodeIgniter / WordPress; integrated InfusionSoft CRM / marketing automation.
- **PHP Developer** — Eastern Poultry Distributors (Contract), Jacksonville, FL (2013). Built full ERP, warehouse management, and CRM systems from scratch using PHP, MySQL, and CodeIgniter.
- **PHP Developer** — Mediware Information Systems (Contract), Jacksonville, FL (2012–2013). Mobile admin panel and client mobile apps using Rhomobile / jQuery Mobile.
- **Full-Stack Developer & Consultant** — Enterprise Integration Services, Inc., Remote (Dec 2006 – Apr 2016). Independent consulting practice delivering web applications across banking, healthcare, nonprofit, and faith-based clients.

SELECTED AI-AUGMENTED PROJECTS (2026)

Independent work shipped using Claude Code:

- **Custom Livestream WordPress Plugin (Church Client)** — Production WordPress plugin giving admin staff control over livestream scheduling, on-page content and placeholder imagery, and countdown display, all managed from a single widget in the WP admin interface.
- **Client Monitoring Portal (Self-Use)** — Centralized web app for monitoring all public-facing client sites — surfaces status and downtime alerts, and supports remote VM reboot, streamlining the operational side of ongoing client work.

TECHNICAL SKILLS

Languages: JavaScript (ES6+), PHP, Perl, SQL (MySQL, PostgreSQL, MS SQL), HTML5, CSS3, jQuery

Frameworks & Platforms: EmberJS, React, Node.js, CodeIgniter, WordPress, QuickBase, jQuery Mobile

Cloud & Infrastructure: AWS (Lightsail, EC2), RHEL / Linux (Ubuntu, CentOS, Debian), Apache, Tomcat

Tools & Practices: Git, GitHub, Jira, ServiceNow, Agile / SAFe delivery, PI Planning

AI & AI-Augmented Delivery: Claude / Claude Code (daily — production and personal projects), Microsoft Copilot (agentic workflow design), GitHub Copilot

EDUCATION

B.S. Computer Information Systems — Valdosta State University

A.S. Computer Information Systems — College of Coastal Georgia