

# RUSSELL "RJ" JACKSON

SharePoint Engineer | Product Owner | Project Manager | Digital Transformation Leader

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## PROFESSIONAL SUMMARY

SharePoint Engineer, Product Owner, and Project Manager with a proven record designing and implementing Microsoft 365 knowledge-management solutions, court technology workflows, HRIS/ATS platforms, and operational process improvements. Skilled at translating business needs into practical platform structure, requirements, user stories, rollout plans, training materials, and governance practices. Deep background in SharePoint site design, content governance, stakeholder management, digital transformation, and workflow optimization across public sector, HR technology, and business systems environments.

## CORE SKILLS

### SharePoint & M365

- SharePoint Engineering
- Microsoft 365
- Site Design & Navigation
- Document Libraries
- Knowledge Management
- Content Governance
- Metadata & Taxonomy
- Search Optimization
- Permissions Coordination

### Product & Project

- Product Ownership
- Project Management
- Agile Delivery
- MVP Definition
- Roadmap Planning
- Backlog Prioritization
- Requirements Gathering
- UAT
- Stakeholder Management
- Change Management

### Business & Data

- Business Analysis
- Process Mapping
- Workflow Design
- Digital Transformation
- Operational Reporting
- Dashboard Development
- HRIS & ATS
- Tyler Technologies
- Power BI
- Vendor Coordination

## SELECTED PROJECT

### SharePoint Knowledge Hub — Product Owner / SharePoint Engineer

DeKalb County Superior Court – Civil Division | 2026 | Decatur, GA

- ▶ Designed and implemented a division-level SharePoint Knowledge Hub centralizing SOPs, onboarding materials, training resources, FAQs, forms, quick links, and daily reference content for court staff.
- ▶ Defined MVP scope, site structure, navigation model, content categories, permissions approach, training plan, rollout communications, feedback process, and adoption roadmap.
- ▶ Translated operational needs from clerks, judicial staff, leadership, and IT into practical Microsoft 365 and SharePoint solutions focused on findability, standardization, and user adoption.
- ▶ Supported governance planning for content ownership, document organization, page updates, version awareness, access coordination, and long-term hub maintenance.

## PROFESSIONAL EXPERIENCE

### Court Technology & Operations Administrator

DeKalb County Superior Court | Nov 2025 – Present | Decatur, GA

- ▶ Serve as hybrid SharePoint Engineer, Product Owner, and court technology operations lead supporting digital workflow modernization for a high-volume judicial division within Tyler Technologies Judicial Suite.
- ▶ Design, configure, and launch SharePoint-based knowledge-management resources centralizing SOPs, onboarding content, quick links, FAQs, training materials, and operational guidance.
- ▶ Engineer site structure, navigation, page layout, document organization, and content categories to improve findability and reduce reliance on tribal knowledge.
- ▶ Act as Product Owner for SharePoint rollout activities: gathering user needs, defining MVP scope, prioritizing backlog items, coordinating feedback, and guiding phased adoption.
- ▶ Partner with IT staff, clerks, judicial officers, and operational stakeholders to translate court workflow requirements into Microsoft 365, SharePoint, and process improvement solutions.
- ▶ Build training materials, quick-start guides, rollout communications, and user support resources to ease staff transitions into updated digital procedures.
- ▶ Oversee daily digital docket, eFiling, hearing calendar, caseflow, and judicial workflow operations to ensure procedural accuracy and reliable court service delivery.

### **Judicial Technology Support Analyst**

**DeKalb County Superior Court** Sep 2019 – Dec 2025 | Decatur, GA

- ▶ Provided judicial technology support, digital workflow guidance, platform troubleshooting, and user enablement for court staff, attorneys, and external users across electronic filing and case-management systems.
- ▶ Supported users of Tyler Technologies eFile and Judicial Suite platforms by resolving access issues, filing problems, account concerns, workflow interruptions, and system-use challenges.
- ▶ Guided attorneys, clerks, and court users through digital filing procedures, platform navigation, and account processes — improving user confidence and reducing operational delays.
- ▶ Documented recurring user issues, process gaps, and support trends to improve internal procedures, training materials, and user-facing guidance.
- ▶ Developed strong foundations in user support, business requirements, process analysis, documentation, and digital transformation later applied to SharePoint engineering work.

### **Talent Acquisition Manager**

**Eastern Personnel Services, Inc.** Jun 2017 – Sep 2019 | Cincinnati, OH

- ▶ Led recruiting technology transformation by designing and implementing a custom Podio-based applicant tracking and intake platform, functioning as end-to-end Product Owner and Project Manager.
- ▶ Translated business needs from recruiters, HR, payroll, and leadership into platform requirements, workflow rules, structured data fields, reporting needs, and operational processes.
- ▶ Re-engineered the applicant intake process to capture structured candidate data at entry — improving hiring funnel visibility and reducing manual processing time by ~50%.
- ▶ Designed data flows connecting recruitment, HR, and payroll, reducing duplicate data entry and improving reliability across operational teams.
- ▶ Built reporting dashboards in Podio, Excel, and Power BI to track recruiter performance, pipeline activity, hiring metrics, and payroll accuracy.

### **HRIS / ATS Specialist**

**Arrow Exterminators** Feb 2016 – Jun 2017 | Sandy Springs, GA

- ▶ Served as HRIS/ATS administrator and business-side Product Owner for talent acquisition systems supporting company-wide hiring operations across 100+ locations.
- ▶ Led ATS implementation as functional Product Owner — managing system requirements, vendor coordination, testing, rollout, and adoption.
- ▶ Integrated video interviewing and pre-hire assessment tools, improving automation, screening consistency, and candidate evaluation workflows.
- ▶ Improved applicant-to-requisition ratios by ~40–50% through technology-enabled process improvements, better job distribution, and optimized recruiting workflows.
- ▶ Recommended recruiting budget and sourcing strategy improvements contributing to approximately \$200K in savings.

## **EDUCATION**

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## **Master of Science in Information Technology, Cybersecurity Concentration**

Middle Georgia State University | In Progress

### **CERTIFICATIONS & PROFESSIONAL DEVELOPMENT**

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- ▶ IBM Project Management Certificate — Completed
- ▶ IBM AI Fundamentals Certificate — Completed
- ▶ Microsoft Security, Compliance, and Identity Fundamentals (SC-900) — In Progress
- ▶ Professional Scrum Product Owner I (PSPO I) — In Progress

### **TOOLS & PLATFORMS**

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Microsoft SharePoint • Microsoft 365 • Microsoft Teams • Power BI • Excel • Tyler Technologies Judicial Suite • Tyler eFile • Podio • Trello • Loom • HRIS Platforms • Applicant Tracking Systems • Video Interviewing Platforms • Pre-hire Assessment Tools