

BETHANY ADDISON

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PROFESSIONAL SUMMARY

Technology-focused Project Manager and Business Analyst with 20+ years of experience spanning government court operations, SaaS implementation, SQL reporting, and cross-functional stakeholder engagement. Deep domain expertise in court management software — including hands-on work with Micropact Enterprise Justice (now Tyler Technologies) — and 5+ years implementing and optimizing Accela Civic Platform for government agencies. Adept at translating complex technical concepts for non-technical audiences, building user-friendly documentation, and driving software adoption. Committed to clean processes, accurate data, and sustainable workloads.

CORE SKILLS

Project & Product Management: Agile/Scrum, Requirements Gathering, User-Story Mapping, QA Testing, UAT, Product Lifecycle, Process Improvement, Documentation, Resource Planning

Technical: SQL, MSSQL, SSRS, Crystal Reports, Python, JavaScript, HTML, CSS, Web Application Design & Management

Platforms & Tools: Accela Civic Platform, Tyler/Micropact Enterprise Justice, JIRA, Confluence, Bluebeam/DPR, Microsoft Office Suite, Adobe

Collaboration: Cross-Team Coordination, Stakeholder Training, Vendor Liaison, Government Agency Communication

PROFESSIONAL EXPERIENCE

Project Manager / Business Analyst / Solutions Developer | *Byrne Software Technologies (MSP)* 2024 – 2025

- Managed stakeholder relationships for new Accela implementations across 7+ government agencies, leading projects from requirements gathering through go-live
- Led design, development, QA, deployment, and UAT for Accela feature enhancements delivered to 15+ agency clients
- Developed complex SQL reports using Crystal Reports and SSRS for 20+ agencies, incorporating advanced queries and programmatic expressions
- Produced user-friendly documentation, analytical dashboards, and training materials to drive software adoption across technical and non-technical stakeholders

Project Manager / Solutions Developer | Plan Reviewer | *Coweta County Community Development* 2019 – 2024

- Primary role: reviewed development plans for compliance with county ordinance requirements, authorizing land disturbance permit issuance — all software support work below was performed in addition to these full-time duties
- Stepped into engineering-adjacent responsibilities when staff engineer departed; obtained Georgia EPD ESPC Level I (inspection) and Level II (plan review) certifications at director's request to maintain department capability
- Managed up to 30 concurrent software development projects while coordinating cross-team efforts during full Accela Civic Platform implementation
- Led Accela support team post-launch; delivered stakeholder training and drove ongoing product enhancements with regular QA cycles
- Planned, configured, and launched JIRA ticketing system, establishing epics, stories, and task structures for improved issue tracking and feature request management
- Conducted needs assessments via calls, meetings, and questionnaires; produced user documentation that accelerated new software adoption across departments

Deputy Clerk I / II (performing Chief Deputy functions) | *Coweta County Superior Court — Clerk's Office* 2006 – 2019

Primary Role: Public Records & Document Processing

- Intake, review, and recording of real estate, plat, and lien documents; notary public commissions; and U.S. passport application acceptance — serving as cross-trained backup across all specialty areas where most peers held only one focus

- Progressed to accounts/bookkeeping responsibilities at Chief Deputy level, managing 10+ high-value accounts with consistently clean audit results; strong working knowledge of GAAP
- Certified U.S. Passport Acceptance Agent and GCIC (Georgia Crime Information Center) certified, enabling cross-functional support across non-courtroom operations

Technology & Software Liaison (Additional Scope)

- Served as the primary on-site liaison between the Clerk's office and Micropact (Enterprise Justice court management software — subsequently acquired by Tyler Technologies), translating staff needs to the software vendor and vendor capabilities back to court personnel
- Coordinated directly with the GSCCCA statewide data system in the same liaison capacity, bridging communication between the Clerk's office and the statewide platform
- Managed the Clerk's office website and supported locally hosted software and network infrastructure, providing hands-on technical troubleshooting for staff

EDUCATION

AAS, Accounting — West Georgia Technical College (*Graduate with Honors*)

AAS, Criminal Justice Technology — Lanier Technical College (*Graduate with Honors*)

AAS, Marketing / Business Management — West Central Technical College (*Graduate with Honors*)

CERTIFICATIONS & CREDENTIALS

GSCCCA Certified Indexer — Georgia Superior Court Clerks’ Cooperative Authority

Among the first certified indexers in the state under a pilot program administered by the GSCCCA prior to statewide rollout. Invited to sit the exam in a beta capacity; passed on second attempt with a perfect score; first attempt unsuccessful, in part due to office indexing practices that predated the statewide standardization the certification was designed to establish. Certification covers real estate, plat, and lien index recording, supporting uniform statewide public records organization under the Clerk's statutory authority.

ESPC Inspection Certification, Level I — Georgia EPD (*lapsed*)

ESPC Plan Review Certification, Level II — Georgia EPD (*lapsed*)

Obtained at the request of Coweta County Community Development director following departure of staff engineer. Conducted EPD-related erosion and sediment pollution control plan reviews and field inspections in an engineering-adjacent capacity.

Web presence & personal project: meetbethproject.com