



NESHA LANKFORD

Microsoft 365 Product Owner

CONTACT



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Greenbrier, TN



Linkedin.com/in/neshalankford615

EDUCATION

MASTER'S DEGREE
Software Engineer
Lipscomb University
2018 - 2019

BACHELOR OF SCIENCE
Liberal Studies
Belmont University
2001 - 2006

SPECIALIZED ASSOCIATES
Business Administration
Computer Tech
1997 - 1999

CERTIFICATES

Computer Network Technology
Belmont University
2002

Women Unlimited
IMpower
2021

Train-the-Trainer
ForuthDimensions Technology
2022

PROFESSIONAL PROFILE

Microsoft 365 Product Owner with a passion for people and technology. I help to drive the usage and adaption of Microsoft 365 services, including SharePoint, MS Teams, PowerApps, Power Automate, Power BI, and Yammer. I am a skilled communicator who connects people, processes, and technology.

EXPERIENCE

Microsoft 365 Product Owner | Bridgestone Americas
September 2020 - Present

The Microsoft 365 Product Owner works with the technical team members and stakeholder to ensure success of product feature delivery and adoption, while providing functional leadership and innovation to stakeholders.

Regional

- Spearhead vision, strategy, and roadmap for M365 services
- Leading MS Teams voice implementation project
- Established a M365 Change Champion program
- Ensure teammate adoption by managing M365 Learning Portal, Yammer community, Tech Tip Tuesdays, and facilitate training sessions
- Work closely with business stakeholders and third-party development teams
- Contribute to enterprise licensing negotiations

Global

- Communications Lead: Microsoft 365
- Lead SME for collaboration services
- Strategic Business Unit Lead for Architecture Review Board/Center of Excellence
- Collaboration SME for Change Management activities

Lead SharePoint Developer | Bridgestone Americas

December 2019 - September 2020

Led and checked work of other software developers. Provided technical supervision to and oversaw the work of junior staff. Designed and implemented best practices, governance, and standard operating procedures for cross functional teams.

Regional

- Mentored team members towards greater proficiency and professional development
- Led Lunch and Learn sessions for O365 and SharePoint 2016
- Created a Office 365 portal for end-user best practices, how-to, and governance
- Worked with business stakeholders to design and build business automation processes using SharePoint 2016, SharePoint designer, Nintex, and InfoPath

Global

- Contributed to the development of first Global platform: architecture, adoption strategy, governance, security and compliance for Bridgestone's Global Office 365 platform for more than 120 thousand users around the globe.



NESHA LANKFORD

M365 Product Owner

CERTIFICATIONS

SAFe 5 PRODUCT
OWNER/MANAGER
2021

MICROSOFT SERVICE ADOPTION
SPECIALIST
2020

SKILLS

TECHNICAL

Microsoft 365

SharePoint

MS Teams

PowerAutomate

PowerApps

Power BI

Yammer

PERSONAL

Organization

Analytical

Creativity

INTERESTS

Learning

Reading

Photography

Travel

EXPERIENCE (Continued)

SharePoint Developer | Bridgestone Americas

March 2019 – December 2019

Completed maintenance on existing software products. Assisted in development of new workflows, testing, debugging, and enhancements of existing workflows. New SharePoint site builds

- Troubleshooted end-user issues and performance programming activities to address programming errors or potentially needed enhancements
- Provided on-going support for significant programming changes on an on-going basis (i.e., post implementation)
- Worked with senior developer on complex request such as features/upgrades/changes

SharePoint Engineer | Bridgestone Americas

August 2015 – March 2019

Managed the day-to-day SharePoint environments. This included monitoring the health of the farms and working with the database and infrastructure teams to provide a stable environment.

- Lead Engineer for the SharePoint 2010 to SharePoint 2016 migration project
- Maintained administration of SharePoint 2010/2013/2016 servers, including daily monitoring, troubleshooting, and patching
- Provided end user support
- Worked with business stakeholders to design and build business automation processes using SharePoint 2016, SharePoint designer, Nintex, and InfoPath

SharePoint Administrator | Servpro Industries, Inc

June 2011 – August 2015

Managed the day-to-day SharePoint 2010 environment. This included monitoring the health of the farms and working with the database and infrastructure teams to provide a stable environment.

- Maintained administration of SharePoint 2010 servers, including daily monitoring, troubleshooting, and patching
- Migrated from SharePoint 2007 to SharePoint 2010
- Built customized employee portal on SharePoint 2010 platform
- Worked with business stakeholders to design and build business automation processes using SharePoint Designer and InfoPath
- Provided end user support

Technical Support Analyst | Servpro Industries, Inc

February 2009 – August 2015

Served as the first point of contact providing phone and desktop support for employees and franchise owners.

- Managed help desk ticket in a timely manner
- Performed remote troubleshooting
- Built troubleshooting documentation
- Assisted Network Engineer when needed

REFERENCES

Available upon request