

MARCUS JONES

Technical Product Owner | Enterprise SaaS & AI-Enabled Products

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Technical Product Owner with nine years across public-sector SaaS, implementation, and technical delivery. Led product strategy and Agile delivery for municipal ERP serving 200+ agencies, applying generative AI to product operations, requirements analysis, and enterprise workflows.

PROFESSIONAL EXPERIENCE

Technical Product Owner | CentralSquare Technologies | 2020–2026

NaviLine municipal ERP: utility billing, property tax, payroll, community development, and regulated financial operations.

- Set roadmap priorities and led Agile delivery with a 12-person engineering/QA team, 15+ SMEs, and customer advisory groups. Delivered 93% of FY2025 commitments and reduced story rework 66% through backlog refinement.
- Owned roadmap and Agile delivery for migrating a WPF desktop IRS filing application to cloud-native AWS; translated customer and federal compliance requirements into releases reaching 200+ agencies and \$2M in cumulative ARR.
- Served as product and client SME for the NaviLine ERP-WalkMe integration; coordinated requirements and release readiness, tracked performance in Power BI, and reduced new support cases 24% over one year.
- Presented at regional user groups and CentralSquare's annual conference; turned feedback into priorities and contributed to a 30% year-over-year increase in Finance Enterprise customer references.

Implementation Consultant | CentralSquare Technologies | 2017–2020

- Led 41 implementations and 15+ onsite municipal process reviews across discovery, workflow mapping, configuration, data migration, integration readiness, and go-live. Updated Confluence documentation and introduced validation that cut migration rework 80% and client-reported process overhead up to 30%.

Technical Support Advisor to Tier 2 Trainer | Apple Inc. | 2013–2017

- Promoted from Tier 1 Advisor to Tier 2 Trainer; developed and delivered escalation-troubleshooting curricula to six cohorts totaling 72 advisors.

SELECTED AI & PRODUCT INNOVATIONS

- Built a six-stage Claude/Bedrock workflow analyzing legacy RPG code into product requirements, with stage-level telemetry and human review: 28 prioritized backlog items and 715 source-grounded acceptance criteria.
- Designed MCP-enabled integrations across Azure DevOps, Microsoft 365, Salesforce, and Aha!; created guidance used by 115 employees and cut recurring status compilation from about 60 minutes to under five.
- Evaluated a 12,800+ page RAG knowledge base against 300 queries, achieving 98% top-three relevance. The workflow cut RFP research from days to same-day turnaround and was adopted by other product owners.
- Identified up to 39% token-estimation error and 5x quota under-debiting in Bedrock usage controls; worked through revised metering and quota controls based on observed usage.
- Designed Microsoft 365-connected prompt templates consolidating account history, support trends, and churn-risk indicators into retention briefs for 28 at-risk accounts.

SKILLS & CERTIFICATIONS

Cloud & Technical: AWS Bedrock | Azure DevOps | GovTech SaaS | Enterprise integrations | Python | SQL | Power BI
Platforms: Aha! | Microsoft 365 | Salesforce | WalkMe

Certifications: Certified Scrum Product Owner (CSPO) | AWS Certified Cloud Practitioner

EDUCATION & MILITARY SERVICE

B.S. Computer Criminology | Florida State University | 2016

Specialist (SPC), 779th Engineer Battalion | Florida Army National Guard | 2008–2016