

## Contact

[www.linkedin.com/in/traviswebb](http://www.linkedin.com/in/traviswebb)  
(LinkedIn)  
[webbk.com](http://webbk.com) (Portfolio)

## Top Skills

Knowledge Management  
Solution Architecture  
Enterprise Software

## Languages

English (Native or Bilingual)  
Korean (Elementary)

## Certifications

SharePoint 2016 Power End User  
CMMI

## Publications

What Is Business Knowledge  
Management?  
The Modern Age of the Knowledge  
Worker  
What is a Knowledge Manager

# Travis Webb

Knowledge Management Architecture at Microsoft  
Greater Seattle Area

## Summary

Would your company benefit from having a systems architect with more than 10 years' of demonstrated expertise in designing and implementing knowledge base systems that improve efficiencies and productivity?

I do, too! My name Travis Webb and I am an innovative software developer who is passionate about building customized systems to meet business needs. I have superior leadership skills and cultivate a positive work environment that inspires my team members to be high-performers. I have an exceptional ability to cross-collaborate and communicate pertinent project information effectively with stakeholders. I have previous experience in advancing and organizing training documents and modules.

Some of my talents include superior communication skills, technologically proficiency in a variety of software's, developing knowledge base systems, long-term sustainability plans, conducting training classes (both blended and remotely), certified as a SharePoint Power User and CMMI Associate.

If you would like to connect with me regarding my previous experience or simply to become a professional acquaintance, I can be reached at [webbwerx@gmail.com](mailto:webbwerx@gmail.com).

---

## Experience

Microsoft  
Knowledge Management Architecture  
May 2019 - Present  
United States

Two-month contract to collaborate and consult with business stakeholders to ensure the successful launch of a new Knowledge Management Steering Committee.

#### Selected Contributions:

- ★ Created new processes for classifying, creating, curating, migrating and archiving knowledge assets.
- ★ Key contributor to classifying over 36,000 knowledge assets for archive or migration disposition
- ★ Consolidated and archived several and unmanaged legacy SharePoint sites, libraries, and lists into eight business-specific streamlined managed sites.
- ★ Created a draft Knowledge Management Governance document.
- ★ Successfully established Knowledge Management Steering Committee and delivered a base governance package with a strong Knowledge Management program to build on.

#### Veracity Consulting, Inc.

##### Consultant

February 2018 - Present

#### Veracity Consulting, Inc.

##### Knowledge Management Program Development Consultant

February 2018 - February 2019 (1 year 1 month)

Tampa/St. Petersburg, Florida Area

As a KM Consultant for Veracity Consulting, I directed strategic knowledge management strategies; I collaborated with IT and business organizations to ensure cohesiveness in plans and alignment with business objectives. I established business requirement framework for the knowledge management platform RFP. I instructed and mentored shareholders regarding platform functionality. I evaluated vendors to ensure proper requirements were fulfilled. I served as program administrator to SharePoint project sites.

#### Selected Contributions:

- ★ Designed and executed implementation of integrated architecture topology knowledge management system for a 25B healthcare provider. I developed governance document for program and established a long-term sustainability plan.

★ Spearheaded RFP process for knowledge management system product and created BRD and instructed product demonstrations.

## Evergreen Fire and Security

Please Inquire Directly

July 2017 - January 2018 (7 months)

Tacoma Wa.

While working at Evergreen Fire and Security as the Training Coordinator, I advanced and organized training documents and ensured strict adherence to all required regulations for storing and compliance. I instituted a certification tracking system that monitored certification compliance for technicians across multiple applications. I created and presented training that focused on safety awareness and compliance. I acted as an administrator to SharePoint sites.

### Selected Contributions:

★ Developed instructional material and knowledge base that trained military recruits on working in classified security systems.

## MegaPath

Knowledge Manager

September 2010 - March 2017 (6 years 7 months)

Greater Seattle Area

During my time at MegaPath serving as the Knowledge Manager, I oversaw and directed enhancements to multiple knowledge and content systems, and I built customer support knowledge bases. I acted as program manager for systems; resolved issues, executed upgrades, and addressed customer needs. I led numerous software migrations and upgrades with minimal interruptions to client's daily operations.

### Selected Contributions:

★ Built and implemented training modules; covered topics of operations and engineering through remote and blended class training programs.

★ Directed operations for the Knowledge and Training department; inspired and mentored staff members.

## Speakeasy

Knowledge Manager

March 2009 - August 2010 (1 year 6 months)

## Greater Seattle Area

Acting as Knowledge Manager for Speakeasy, I revamped knowledge base taxonomy, style guides, roles, and workflows to create a more efficient process and my efforts resulted in increased productivity. I merged the training system and knowledge base to create a more practical training system that allowed users to see and train in their actual environment. I established a long-term strategic sustainability plan and outlined the plan in governance document.

## WDS GLOBAL A Xerox Company

### Knowledge Analyst

August 2005 - November 2008 (3 years 4 months)

- Developed and built GlobalMine, a massive multi-client knowledge base using ATG to provide cloud enterprise knowledge base services to T-Mobile, Verizon, Microsoft, HTC, AT&T.
- Reduced “ramp up” costs for new enterprise knowledge base deployments by creating a core of base technology article on cross platform products, this core was used to deploy nearly complete KB templates to new customers with just a few hours’ research and configuration.
- Coordinated the development of a data mining tool that automatically parsed customer service transactions to be converted into deployable knowledge and training.

## Dearborne Lumber

### IT Manager

December 2001 - May 2003 (1 year 6 months)

- Designed and implemented a modern network
- Installed enterprise accounting software
- Installed and maintained web servers
- Installed and maintained an exchange server

## The Tacoma Weekly

### Journalist

September 2000 - September 2001 (1 year 1 month)

- Desk Journalist
- Staff Writer
- Field journalist
- Bored journalist

## Blue Mountain Internet

### Support Technician

1997 - 1997 (less than a year)

Walla Walla WA.

---

## Education

International Technological University

Network and System Administration/Administrator · (2013 - 2014)

Walla Walla Community College

Xfer to WSU, Print Media and Publication · (1996 - 2000)

IIT Kharagpur.

Information Technology · (2012)