JANINE KNOX

Phone: (847) 802 9219 | Email: janine.knox@outlook.com | Website: www.knoxjanine.com

Address: Pingree Grove, IL 60140

# PROFESSIONAL SUMMARY

# 10 years of experience in Information Technology.

# 7 years combined working experience with SharePoint 2010 | 2013 | Online, O365, SharePoint Designer, Nintex and InfoPath.

# Over 4 years of experience in Project Management, Consultancy, Implementation, Migration.

* Experienced in leading small to mid-sized teams both on and off shore (5 to 10 resources).

# EDUCATION

keller graudate school of Management Alpharetta, GA

Masters of Information Systems Management February 2010

devry university Alpharetta, GA

Bachelors of Computer Information Systems February 2006

# EXPERIENCE

corbin company Remote

Sr. SharePoint Consultant Mar 2017 – Present

* Designs, develops and implements complex solutions while leveraging **SharePoint** out of the box functionality and utilizing **InfoPath, Nintex, SharePoint Designer**.
* Serves as **Project Manager** and **Technical Lead** responsible for ensuring the delivery of multiple SharePoint and projects in accordance to requirements and company policies.
* Provides technical guidance and training to management, site owners, content managers and end user on SharePoint functionality.
* Responsible for ensuring the delivery of SharePoint projects and in accordance with **SDLC**, company policies & procedures.
* Lead for cross-functional project teams of Technical Leads, Business Analysts and onshore and offshore developers in the delivery of project requirements.
* Identifies business and functional requirements by working with users, and leads collection, analysis, documentation, and coordination of those requirements.
* Proposes recommendations based on industry best practices.

Insight global/Abbvie pharmaceutical Chicago, Illinois

SharePoint Consultant (Contract) Feb 2016 – Mar 2017

* **Project Manager** and **Technical Lead** responsible for ensuring the delivery of multiple SharePoint and Mobility projects.
* Lead cross-functional project teams of Technical Lead, Business Analysts and on shore and offshore developers in the delivery of project.
* Created and Maintained Project Plans in **MS Project** and **SharePoint** Lists.
* Worked alongside the development team in design and development tasks in **SharePoint 2013**.
* Provided technical guidance and training site owners and content managers on SharePoint functionality.
* Provided guidance and advice to other Project Managers.
* Collaborated with developers to determine if solutions currently exist or whether new solutions are feasible to meet business requirements.
* Lead project kick off meetings to gathers requirements for SharePoint and Mobility Projects.
* Created functional requirements and training documentation.
* Lead Developer’s Community for all technology platforms across IT.

huxley associates Chicago, Illinois

SharePoint Consultant (Contract) November 2015 - January 2016

* Responsible for the strategic operational support of the SharePoint environment and migration project **SharePoint 2013**.
* Prepared the **SharePoint 2010** environment for migration to **SharePoint 2013**.
* Designed, developed and implemented complex sites while leveraging **SharePoint 2013** out of the box features.
* Provided technical guidance, support and training to site owners and content managers on **SharePoint 2013** functionality, management and security.
* Served as **Business Analyst** offering planning, requirements gathering, documentation and communication for SharePoint Solutions.
* Monitored and managed consultants on the **SharePoint 2013** migration project.

aditi staffing/ Centers for diesease control- CDC Atlanta, Georgia and Remote

SharePoint Consultant (Contract) July 2014 – November 2015

* SharePoint **Site Collection Administrator** for division.
* Responsible for the strategic operational support and ongoing enhancement of the SharePoint environment.
* Developed SharePoint solutions for multiple areas within the CDC using **OOTB** features and functionality. These solutions were developed within using **InfoPath, SharePoint Designer and Nintex Workflow**.
* Provided technical guidance, support and training on SharePoint functionality.
* Served as **Business Analyst** offering planning, requirements gathering, documentation and communication for SharePoint Solutions.
* Managed support issues regarding SharePoint through service requests and change managements requests.
* Participated in complex projects with stakeholders and business analysts in site planning sessions as a technical lead to analyze development requirements and provide recommendations.
* Created and maintained SharePoint training documentation.
* Provided technical support for the upgrade and migration from SharePoint 2010 to SharePoint 2013.

catlin insurance Atlanta, Georgia

SQL Developer/SharePoint Site Collection Administrator January 2011 – July 2014

* Developed SharePoint solutions using **OOTB** features and functionality using **InfoPath, SharePoint Designer and Nintex Workflow, and SSRS**.
* Handled SharePoint Site Collection Administration activities including security management.
* Conducted User training sessions and authored training documents.
* Co-authored SharePoint governance plan detailing the rules and policies for the SharePoint environment.
* Developed forms, reports and store procedures using **SQL** and **Power Builder**.
* Enhanced business processes for daily support and projects.
* Served as the single point of contract for project escalations.
* Participated in the evaluation of new products or initiatives to determine the technology support required.

renre insurance Atlanta, Georgia

Senior Service Desk Analyst / Team Lead June 2010 – December 2011

* Served as the Team Lead for Global Service Desk and Project lead for Global Service Desk project.
* Managed 9 Service Desk team members and 2 consultants while concurrently fielding high volume support requests.
* Developed SLA metric reports using **SSRS** for senior management.
* Developed and administered **SharePoint 2007 | 2010** Service Desk Team site.
* Defined and maintained ITIL standards to deliver outstanding customer service to employees across 9 offices.

renre insurance Atlanta, Georgia

Production Support Analyst July 2008 – June 2010

* Developed forms and reports using **SQL**. Effectively resolved production issues through the analysis, identifying and diagnosis of faults and symptoms using **SQL**.

the network Atlanta, Georgia

SQL Application Developer January 2007 – July 2008

* Developed software solutions using **SQL**. Resolved production issues through the analysis, identifying and diagnosis of faults and symptoms using **SQL**.

# ADDITIONAL INFORMATION

skills: SharePoint 2010 | 2013 | Online, SharePoint Designer 2010, InfoPath 2010|2013, Nintex Workflows, SQL, jQuery ControlPoint, Microsoft Office 2010|2013|O365, Project Server | Project Web App, JIRA, Confluence, Business Analyst, Content Management, Project Management, Data Analysis, Training and Development, Documentation

methodologies: Agile, SDLC