Digital Project Manager Digital Project Manager Digital Project Manager La Crosse, WI

Experienced in leading full life-cycle execution of small to mid-sized IT projects from discovery to launch   Practice disciplined project management methodology to define scope, develop project plan, and execute projects within budget and schedule   Experienced in waterfall, agile/scrum, & servant leadership methodologies   Proficient in Drupal 7, Drupal eCommerce, BigCommerce, JIRA, Sitecore CMS (6.1 & 6.5), InSite eCommerce, FunctionFox, BaseCamp, Visio, PlanView, HotGloo Authorized to work in the US for any employer Work Experience Digital Project Manager KeystoneCLICK - Milwaukee, WI October 2015 to September 2016   Developed/implemented functional requirements documentation process for all projects to ensure final solutions mapped to identified business needs, also minimizing scope creep   Initiated and performed QA testing processes   Developed Statement of Work (SOW) estimates   Reduced late project delivery from 100% to 0% within 3 months of job hire   Developed/maintained relationships with key clients and internal stakeholders   Implemented/led production meetings   Researched/implemented/managed project management software   Trained all clients on Drupal CMS & Drupal eCommerce   Scheduled/enforced timelines (internally and externally) for all projects   Educated clients on digital strategy best practices   Planned, estimated, and allocated resources   Identified/resolved problems   Assessed current or future customer needs and priorities through communication with clients   Established project communication plan process   Initiate, review, or approve modifications to project scope   Tracked project milestones/deliverables, ensuring adherence to quality standards   Prepared project status reports   Scheduled/facilitated meetings Technical Project Manager Starkmedia - Milwaukee, WI March 2013 to February 2015   Project Manager for largest client, Briggs & Stratton, overseeing 58 web-sites for multiple divisions managing 15-30 projects concurrently as well as additional planning and strategy work   Managed a team of 5-15, to include developers, designers, and quality assurance testers; while ensuring all aspects of projects are delivered on-time and on-budget   Communicated regularly with key stakeholders to define scope and identify risks, with intent to minimize scope creep, often working on-site   Allocated and monitored development tasks, motivating team while practicing servant leadership   Provided

updates during scrum meetings   Partnered with Subject Matter Experts for various departments to understand and create web-site specifications and user guides   Troubleshot/resolved content related issues in Sitecore CMS   Coordinated integration work with third party vendors   Chosen to take over Scrum Master role for client's employee after promotion   Led weekly digital architecture meeting with business stakeholders   Assisted in quality assurance and regression testing of website functionality   Managed JIRA Agile and PlanView during monthly sprints and post production warranty bug fixes Infrastructure Intern - IT Engineering Brady Corporation - Glendale, WI July 2011 to August 2012   Assisted IT Engineering in managing global infrastructure, serving as project manager on several projects to include coordination with 10 contractors at 14 facilities covering three countries and 2,000+ end users   Projects included: ? Dell OpenManage Essentials installation/configuration ? Rollouts of: * Citrix Receiver * Internet Explorer 8 * Symantec Endpoint Protection 12.1   Also managed the following: ? Active Directory ? WSUS configuration ? NTFS and share permissions ? Imaged computers for testing purposes ? Created virtual servers using VMware ? Played a role in a proactive help desk atmosphere ? Patched computers/servers IT Intern Silver Spring Neighborhood Center - Milwaukee, WI March 2011 to June 2011 Led project to install and configure an Ubuntu server used for imaging over 100 lab computers remotely In-House Support Technician The RiCH Company - Milwaukee, WI September 2010 to December 2010 Configured workstations and printers   Troubleshot/repaired PCs (replacing hard drives, RAM, etc.)   Applied patches/updates   Help desk experience troubleshooting scheduling software sold to clients   INVOLVEMENT: Former member of PMI Southeastern Chapter   Supporting Primary Education Across Kenya (SPEAKenya) - Non-Government Organization (NGO) working in the Lake Victoria region of Kenya to improve water, sanitation, hygiene, primary school education, and overall health. Traveled there twice to assist in various projects   Servant Leadership (MSOE) - Traveled to Guatemala to assist Engineers Without Boarders (EWB) in gathering information for drip irrigation systems   Member of Dean's list at MATC   Association of Information Technology Professionals (AITP)   Phi Theta Kappa (PTK)   National Technical Honor Society (NTHS) Education MBA Milwaukee School of Engineering - Milwaukee, WI November 2019 Bachelor of Science in

Management Information Systems in BS-MIS Milwaukee School of Engineering - Milwaukee, WI May 2013 Associate of Applied Science, AAS in Applied Science, AAS Milwaukee Area Technical College - Milwaukee, WI May 2010 Skills Digital Marketing, Sitecore, Digital Analytics, Google Analytics Links https://www.linkedin.com/in/jasondknight Certifications/Licenses CompTIA A+ Present CompTIA Network+ Present MCTS: Windows 7, Configuration

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