

Sharon Knieper // *User experience, information architecture and Drupal*

Brooklyn, NY // sharonknieper@gmail.com // 513.616.5083

Experience

Director of Technology

New York Cares // June 2018 – present

- Lead a Technology team of 5, including new UX and service design positions, to support all technology infrastructure needs and web development.
- Develop and maintain a department budget of almost \$200,000.
- Develop strategic plans to improve data integrity practices, data retention policies, and user experience focus.
- Collaborate with technology team members to migrate fileserver and phone systems to cloud infrastructure and to implement a password manager.
- Led implementation of Jira and improved developer documentation.
- Architect on Salesforce and Drupal platforms.
- Presented at Salesforce World Tour New York, 2019

Web Developer

New York Cares // July 2017 – June 2018

- Maintained and developed new features in Drupal 7 codebase.
- Maintained Salesforce codebase, configuration and Drupal integration.
- Began planning for a migration to Drupal 8.
- Improved usability of forms and services.
- Collaborated with Communications department to improve the usability of web content.
- Collaborated with team members to improve internal processes and knowledge sharing.

UX/Drupal Consultant

Literary Managers and Dramaturgs of the Americas // Aug 2016 – present

Feldenkrais Institute of New York // Jan 2016 – May 2017

Center for Research, Learning and Teaching, University of Michigan // Sept 2015 – present

Center for the Education of Women, University of Michigan // Sept 2015 – Fall 2017

Physical Therapy and Feldenkrais // Oct 2016 – Mar 2017

Pamela Critelli // Aug – Oct 2016

Mingle Charleston // Sept – Dec 2015

- Lead user-centered design process that identifies and fulfills client's business goals.
- Interview users to identify information needs and clarify usability failures in client sites.
- Use cards sorts and heuristics to help clients develop successful information architectures and improve website content.
- Assist clients in improving their use of stock photography and connecting them with photographers for custom photography.
- Configuration and on-going maintenance of Drupal websites; both creating new Drupal 7/8 websites and maintaining older Drupal 6 sites. Includes developing custom modules, troubleshooting errors, cleaning up legacy infrastructure and developing custom subthemes.
- Clean up and troubleshooting configuration of open-source CRM (CivCRM).

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- Design and configure websites in small businesses oriented platforms such as Squarespace.
- Direct and coordinate the launch of new digital products that allow the client to offer new user experiences with limited additional costs to the business.

User Experience Strategist

Augustus C. Long Health Sciences Library, Columbia University Medical Center // July 2013 – Sept 2015

- Identified, managed and analyzed data streams to create a data-driven understanding of the information needs of students, researchers and clinicians. Interviewed patrons to understand the 'why' behind the quantitative data and communicated insights to staff.
- Maintained Drupal 7 codebase for two public facing sites, assisted staff with updating content, and created visual assets.
- Developed and shepherded projects requiring collaboration across units that improved our ability provide consistent service; including revising the organization's intranet information architecture, implementing a password manager, implementing a ticketing system, and running training sessions on using mobile technology with library resources.

Website Designer

Augustus C. Long Health Sciences Library, Columbia University Medical Center // Mar 2011 - June 2013

- Used web analytics, user interviews, card sorts, and staff interviews to revise the existing information architecture and develop wireframes. Conducted usability tests to test designs.
- Built and maintained two Drupal 7 websites. Maintained legacy web systems and transitioned systems to vendor applications.
- Assisted e-resource librarians with technical troubleshooting and understanding usage data.

Website Designer and Drupal Consultant

Center for the Education of Women, University of Michigan // Sept 2010 - Dec 2014, spring 2016

- Implemented program registration system that handles thousands of paid registrations a year.
- Maintained Drupal code base and adjusted configuration to meet changing needs of the organization over time.

Website Designer

Center for Sustainable Systems, University of Michigan // June - Dec 2010, fall 2014

- Interviewed staff and refined site requirements. Configured Drupal 6, checked imported content for accuracy, and developed custom theme.
- In 2014 migrated site to Drupal 7 and upgrade the theme to use responsive principles.

Drupal and Information Architecture Consultant

University of Michigan Museum of Art // Jan 2010 – Jan 2011

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- Evaluated existing museum docent portal design using usability heuristics and card sorting exercises. Upgraded site from Drupal 5 to Drupal 6, including a custom theme.

Public Library Associate, IT Department

Ann Arbor District Library // May 2009 - June 2010

- Collaborated with the University Musical Society, to write a custom Drupal module prototyping the digitization of an existing traditional card file database of performances.
- Provided reference assistance and reader's advisory at all 5 city-wide, library locations
- Assisted with usability evaluations of the public website using heuristics and Infomaki, an open-source, rapid-feedback tool

Information Architecture and Site Migration

Government Documents Center, University of Michigan // May 2009 - Sept 2009

- Created mockups, project plans, workflow tools, and documentation wiki for a new website
- Edited and ensured accuracy of approximately 10,000 imported records
- Presented on results at the Michigan Library Association Annual Conference

Alternative Spring Break Intern (Library Assistant)

Ralph J. Bunche Library, U.S. State Department // February 2009

- Developed recommendations for improvement of internal reference wiki and began implementation

Education

MS in Information

School of Information, University of Michigan

BFA in Dance

College Conservatory of Music, University of Cincinnati

Skills & Methods

User interviews
Card sorting
Usability testing
Information and task flows
Affinity diagramming
Personas and user scenarios
Contextual inquiry
Site maps
Wireframes
Outcome based evaluation
Project management
Cataloging and working with taxonomies

Applications & Tools

PHP, Apex, SQL and relational database design
Git, Docker, Acquia, Drush, Console
Jira, Bitbucket/GitHub, Asana
HTML, CSS/SASS, JS, XML, JSON
Drupal, Salesforce, Squarespace, Jekyll
Adobe Illustrator, Sketch, Lucidchart
Survey Monkey, Qualtrics
MailChimp, Mandrill, Zapier

Memberships & Volunteering

Information Architecture Institute, Drupal Association, UxPA NYC, ASIS&T, American Library Association, Wesley Foundation Board Member, College-Conservatory of Music Student Government, Racial Awareness Pilot Program

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