

# Sharon Knieper // *Technology leadership, User Experience, Drupal, Salesforce*

Brooklyn, NY // [sharonknieper@gmail.com](mailto:sharonknieper@gmail.com) // 513.616.5083

## Experience

### Director of Technology

New York Cares // June 2018 – present

- Lead a team of 5, including new UX and Developer positions, to support all technology infrastructure needs and web development.
- Develop and maintain a department budget of \$200,000 to support organizational priorities.
- Develop strategic plans to improve data integrity practices, data retention policies, and user experience focus.
- In the last year and half collaborated with team members to migrate files server to a hybrid configuration, to upgrade the phone system to a cloud-based product, to upgrade the firewall and to implement a password manager for all staff.
- Led implementation of Jira and improved documentation of team practices.
- 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

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.
- 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).
- Design and configure websites in small businesses oriented platforms such as Squarespace.

LinkedIn: <https://www.linkedin.com/in/sharon-knieper-a573734/>

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- 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.
- Provide cost-effective on-going technical maintenance.

## User Experience Strategist

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

## Drupal Website Designer

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

## Drupal Website Designer and Drupal Consultant

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

## Drupal Website Designer

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

## Drupal Developer and Information Architecture Consultant

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

## Public Library Associate, IT Department

Ann Arbor District Library // May 2009 – June 2010

## Education

### MS in Information, 2010

School of Information, University of Michigan

### BFA in Dance, 2003

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 and wireframes  
Outcome based evaluation  
Project management  
Cataloging and working with taxonomies  
Behavioral Driven Development

## 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,  
Adobe Illustrator, Sketch, Lucidchart  
Survey Monkey, Qualtrics,  
MailChimp, Mandrill, Zapier

## Memberships & Volunteering

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

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