

Shannon K. Knight

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EMPLOYMENT GOALS

My ultimate goal as an employee is to be a "Useful Person" – that individual to whom everyone knows they can go for information or for help on a project. Toward this end, I seek a leadership position in a dynamic, fast-paced environment that will utilize my technical, organizational and management skills while allowing me to continue to develop both personally and professionally.

EMPLOYMENT OVERVIEW

Management Experience

- Senior Technical Project Manager, Minitab (May 2003 to present)
- Senior Program Manager, Art Technology Group (June 1999 to December 2002)
- Year 2000 Coordinator, Art Technology Group (October 1998 to January 2000)
- Research Project Coordinator, Northwestern University (July 1992 to May 1994)

Technical Experience

- Senior QA Engineer, Art Technology Group (August 1998 to June 1999, January 2003 to April 2003)
- Computer Specialist, Northwestern University (August 1995 to July 1998)
- Research Project Assistant & Systems Administrator, Northwestern University (January 1995 to August 1995)

Research Experience

- Research Project Assistant & Systems Administrator, Northwestern University (January 1995 to August 1995)
 - Consultant, RAND (June 1994 to December 1994)
 - Research Project Coordinator, Northwestern University (July 1992 to May 1994)
 - Research Assistant, Princeton University (November 1991 to July 1992)
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EDUCATION

University of Tulsa, B.A. in Psychology cum laude with Honors, May 1990
Northwestern University, pre-medical studies, September 1992 to December 1996

PROFESSIONAL AFFILIATIONS

Project Management Institute (<http://www.pmi.org>)
State College Young Professionals (<http://www.scyeps.org/>)
United Who's Who (<http://www.unitedwhoswho.com>)
Inside Quality (<http://www.insidequality.com>)
Project Connections (<http://www.projectconnections.com>)
InfoTech Advisor (<http://www.infotechadvisor.com>)

COMPUTER SKILLS

Experience with Macintosh, Windows and UNIX operating systems.
Basic understanding of proprietary software: Minitab, Minitab Quality Companion, and ATG Dynamo.
Extensive experience designing and maintaining databases (FileMaker Pro, FoxPro).
Moderate experience as an HTML designer.
Some knowledge of Java and object-oriented programming concepts.
Standard software including text editors (emacs, vi), most major word processors and spreadsheets, desktop publishing systems, graphics editors, time and project management tools, presentation packages, network tools (such as email, instant messaging, console emulators, teleconferencing) and various utilities (such as Adobe Acrobat, Norton Antivirus).

EMPLOYMENT DETAILS

Senior Technical Project Manager

Minitab, State College, Pennsylvania

May 2003 to present

- Coordinate and monitor the development of proprietary software, working closely with engineers, designers, quality assurance engineers, documentation writers and other development team members.
- Act as liaison to marketing, providing technical information about new product releases.
- Identify and facilitate process improvements in software development and project management.
- Establish and define processes for Minitab's software development cycle; create process instructions and materials.
- Remain up to date with current project management tools and methodologies.
- Make hiring recommendations based on project resource needs.
- Provide input into the structure and design of the internal company portal and project management tools.
- Provide sounding board for team members and coworkers on both professional and personal issues.
- Serve as Lead Tester for Product Installations, which involves coordinating a team of six testers, as well as writing and reviewing test plans and specific testcases.
- Assist with product testing and documentation when necessary.
- Participated in the Rapid Software Testing seminar presented by James Bach (www.satisfice.com).

Project Management Consultant

Solutions Institute, Pennsylvania State University

January 2004 to July 2004

- Provide course content in the form of video interviews and written material for the Solutions Institute.
- Work with students on "real world" projects, including the design and implementation of a custom project management tool.

Senior Quality Assurance Engineer

Art Technology Group, Boston, Massachusetts

January 2003 to April 2003

- Ensured reliability and usability of proprietary software.
- Worked closely with engineers and designers to resolve problems.
- Provided input into final product design.
- Documented testing procedures and outcomes.

Senior Program Manager

Art Technology Group, Boston, Massachusetts

June 1999 to December 2002

- Responsible for creating *ATG Portals*, which brought in 33% of ATG's revenue during Q2 2003 and Q3 2003.
- Organized the development of proprietary software, working closely with engineers, designers, quality assurance engineers, documentation writers and other development team members. Team sizes have ranged from 3 to more than 45 members, with project life cycles ranging from 10 weeks to 18 months.
- Established and defined processes for ATG's software development cycle, including the creation of instructional material and templates.
- Acted as liaison and negotiator between product management and development teams.
- Fought "fires", such as interpersonal issues, project needs, and dependencies on other groups.
- Developed and administered product beta releases (Dynamo 4.5 and Dynamo 5.0), including selection of participants, planning and implementing kick-off programs, and gathering feedback and communicating it to the appropriate product development teams.
- Established procedures for tracking new releases of 3rd party software that ATG products are reliant upon (such as operating systems, JDK's, databases, and content management systems).
- Determined product cycle schedules; arranged for resources in terms of equipment and personnel.
- Arranged product releases, working closely with the web team, product marketing, and customer support.
- Provided feedback and organizational suggestions for such groups as the technical partners program and the developers community program.
- Mentored new program managers and QA engineers; helped new employees adjust to the ATG culture.
- Provided sounding board for team members and coworkers on both professional and personal issues.

Year 2000 Coordinator

Art Technology Group, Boston, Massachusetts

October 1998 to January 2000

Developed and proposed a company-wide Year 2000 compliance effort; worked closely with ATG senior executives to finalize the program.

Coordinated the Y2K effort, working with employees from all areas of ATG.

Established a 95-person support team for 24-hour coverage of the Y2K Weekend, including telephone staff, developers, QA engineers, and emergency crews. Arranged for compensation of all Y2K volunteers.

Consolidated information regarding procedures, client details, and contact information.

Determined equipment needs, including laptops, cell phones, power generator, batteries.

Coordinated testing of internal product readiness; ensured 3rd party product readiness.

Arranged for all clients to be contacted regarding ATG's Y2K readiness and facilitated the upgrade process for those clients using old versions of ATG products.

Coordinated with legal and design to set up an external Y2K website with information about ATG products and plans for supporting customers during the Y2K period.

Provided for the comforts of the Y2K Weekend Support Team, including a New Year's Eve party, t-shirts, meals, sleeping arrangements, parking, etc.

Featured in the "Y2K Aftermath" segment on Channel 4 WBZ News, Boston.

Quality Assurance Engineer

Art Technology Group, Boston, Massachusetts

August 1998 to June 1999

Ensured reliability and usability of proprietary software.

Conducted load and performance tests.

Worked closely with engineers and designers to resolve problems.

Logged and tracked any problems found; confirmed all bug fixes.

Provided input into the final product design.

Developed quality assurance guidelines for testing Year 2000 compliance.

Computer Specialist

Center for Talent Development

Northwestern University, Evanston, Illinois

August 1995 to July 1998

Designed and managed an extensive relational databases system to track Midwest Talent Search students and participants in programs offered by the Center.

Provided computer support and instruction for staff.

Installed and tested new hardware and software while maintaining existing equipment.

Responsible for general Macintosh management, such as upgrades, back-ups, and trouble-shooting.

Provided guidance to staff, student program participants and parents in the use of network software and on-line resources.

Performed all UNIX system administrator duties for CTDNet, including setting up and maintaining email accounts, overseeing the web server, developing the CTD web site, updating software and security patches, and ensuring adherence to the network use policy.

Responsible for 35% increase in mailing list sales between August 1995 and July 1998.

Research Project Assistant & Systems Administrator

The "Learning through Collaborative Visualization" (CoVis) Project

Northwestern University, Evanston, Illinois

January 1995 to August 1995

Designed and maintained a database of demographic, contact and technological information for schools potentially or actively participating in the project.

Provided guidance to staff and Partner Schools in the use of technology in education.

Developed guidebooks and workshop curriculum and materials for Project Technology Coordinators.

Provided statistical and research support for project faculty and personnel.

Set up and maintained UNIX and Macintosh accounts for over 300 students.

Provided computer support for Macintosh laboratories in local high schools.

Ensured adherence to the network use policy.

Organized and participated in workshops and invited presentations.

Consultant

RAND, Santa Monica, California

June 1994 to December 1994

Worked with research scientists in the Institute for Education and Technology.
Involved in research activities including idea generation, research design, empirical evaluation, and analysis.
Helped to organize a symposium discussing different perspectives on the role of commercial software in learning environments. Presented at the 1995 American Educational Research Association conference.
Developed a method to categorize off-the-shelf software in terms of potential educational value.
Designed the prototype of a system to provide businesses, educational facilities, potential students and potential employees access to detailed information about each other via the World Wide Web.

Research Project Coordinator

Institute for Learning Sciences and the School of Education & Social Policy

Northwestern University, Evanston, Illinois

July 1992 to May 1994

Involved in research activities including idea generation, research design, empirical evaluation, and analysis.
Set up and tested experimental equipment and software.
Responsible for developing a coding scheme for performing discourse analysis as reported in Merrill, D. C., Reiser, B. J., (Knight) Merrill, S. K., and Landes, S. (1995). *Tutoring: Guided Learning by Doing*. Cognition and Instruction, 13(3). Lawrence Erlbaum Associates, Mahwah, NJ.
Recruited students and conducted one-on-one sessions in a variety of studies.
Trained and supervised undergraduate research assistants.
Worked with students and faculty in both the School of Education and The Institute for Learning Sciences.
Responsible for office management, including organizing meetings, maintaining the budget and associated records, and ordering supplies and equipment.

Research Assistant

Department of Psychology

Princeton University, Princeton, New Jersey

November 1991 to July 1992

Investigated tactile perception and vibrotactile pattern recognition and learning.
Researched and incorporated relevant background literature.
Created tracking system and information database of experimental subjects.

Legal Secretary

General Counsel's Office

Princeton University, Princeton, New Jersey

November 1990 to October 1991

Responsible for all aspects of daily office management.
Designed and implemented a system for archiving files.
Processed mortgage applications for Princeton University faculty.

Marketing Support Assistant

IBM, Tulsa, Oklahoma

May 1990 to September 1990

Helped plan and coordinate seminars to present new IBM hardware to clients.
Trained personnel in the use of desktop publishing and word processing software.

EXTRACURRICULAR AND COMMUNITY ACTIVITIES

Founding member of Kool-aid Mommies, a support group for new mothers (March 2005 to present)
Singer and rhythm guitarist for a classic rock garage band (May 2003 to present). Half of an acoustic folk duo that performs at local coffeehouses (November 2003 to present).
Founding member of the State College Dog Romp Network (January 2003 to September 2004).
Involved in canine advanced obedience training and beginning tracking (November 2002 to present).
Member of the flute section of the Harvard Summer Pops Band (1999 to 2002). Participant in a six-member flute choir in Cambridge, Massachusetts (September 1998 to May 2000).
Founding member of a ten-person book club the met once per month (January 2000 to December 2002).
Firefighter and First Responder in Liberty Mounds, Oklahoma (July 1984 to August 1987). Trained in fire firefighting, emergency medical procedures and CPR; licensed by the state of Oklahoma.