Shannon K. Knight

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shannonkknight.com
M. 814-883-1413

Consultant with extensive technical experience and over twenty-five years managing a wide variety of teams, specifically helping "problem" groups become successful.

AREAS OF EXPERTISE

- initiative planning
- process improvement
- change management
- project troubleshooting
- team building
- database management
- software testing
- process analysis and mapping
- Certified ScrumMaster
- Recognized expert in Blackbaud's Altru

EMPLOYMENT HIGHLIGHTS

Drama Coordinator & Theatre Director
Bala Cynwyd Middle School
Responsible for the BC Applause theatre troupe and the production of two shows per year.

Director of Special Projects
RISD Museum of Art
Managed all aspects of the Museum's technology needs and provide guidance and leadership on process improvements. Oversee special projects.

Senior Technical Project Manager
Minitab, Inc.
Managed individual project teams while mentoring other project managers and interns. Responsible for all aspects of getting software to market, including resources, budget and schedule.

Senior Quality Assurance Engineer
Art Technology Group
Provided thorough testing of proprietary software while mentoring other QA Engineers.

EDUCATION

University of Tulsa
B.A. in Psychology cum laude with Honors
Tulsa, Oklahoma

CLEARANCES

- PA Child Abuse History Certification
- PA Criminal History Background Check
- FBI Criminal Background Check

VOLUNTEER ACTIVITIES

Bala Cynwyd Middle School
BC Applause Theatre Troupe
Parent Volunteer (2015-16, 2017-18, 2018-19)
Communication Coordinator (2017-18, 2018-19)
Honorary Thespian (inducted June 2019)

Lower Merion High School
Home School Association (HSA)
Volunteer Coordinator (2019-20)

Bala Cynwyd Middle School
Home School Association (HSA)
President (2018-19)
Co-President (2017-18)
Co-Editor, Knightly News (2015-16, 2017-18)

Penn Wynne Elementary
Home School Association (HSA)
Co-Chair, 5th Grade Parent Team (2015-16)
Co-Chair, Community Outreach Committee (2014-15, 2015-16)
4th Grade Class Representative (2014-15)
3rd Grade Class Representative (2013-14)
Reading Olympics Coach (2014-15, 2015-16)

Rumford Dance Theatre
Rumford, RI
Studio Manager (June 2012 to August 2013)

EXTRACURRICULAR ACTIVITIES

Dragon Boat Team Member
Singer – Songwriter – Musician

EMPLOYMENT DETAILS

July 2015 to *present*
Knight Analysis & Solutions
Wynnewood, Pennsylvania

Shannon K. Knight, founder of Knight Analysis & Solutions, is an independent consultant who specializes in supporting Arts and Cultural organizations that use Blackbaud's Altru for their fundraising and constituent management needs.

Independent Consultant
– *Process*: Work closely with clients to objectively analyze existing problems and develop plans for improvement.
– *Altru*: Provide expertise on the ins-and-outs of Blackbaud's Altru to help clients more fully utilize the functionality in their daily business. Provide assistance with system configuration and custom report / query creation.
– *Quality Assurance*: Work closely with engineers and designers to ensure reliability and usability of proprietary software; document testing procedures and outcomes. Provide input into final and future product design.

Special recognition:
– Awarded *Blackbaud Above & Beyond Champion*, October 2015.
– Featured in the Blackbaud Community Member Spotlight, May 2017.

September 2019 to *present*
Bala Cynwyd Middle School
Bala Cynwyd, Pennsylvania

The Bala Cynwyd Middle School Theatre Arts Program, referred to as *BC Applause*, provides students with an opportunity to develop skills and abilities in acting, stage management, sound and lighting techniques, costume design and tailoring, and set design and construction. The ultimate goal is to give each student a chance to shine in whatever way they choose, whether on stage or behind the scenes.

Drama Coordinator
– Manage all aspects of planning and directing at least two shows, a play in the fall and a musical in the spring.
– Recruited and worked with a company of approximately 100 6th-8th grade students who make up the cast, stage crew, costume crew, and technical crew.
– Led 3-5 after school rehearsals per week.
– Worked with parent volunteers to provide concessions, ticket sales, and merchandise sales during the shows.
– Hired and managed a staff of eight theatre professionals.
– Built and maintained the BC Applause website (bcapplause.com), including online ticket sales via PayPal.
– Met with student board members every two weeks to discuss issues related to the overall theatre company.
– Spearheaded set design and construction.
– Designed and arranged for production of marketing materials.
– Identified students qualified to be inducted into the *International Junior Thespian Society*.
– Worked with school administrators and staff to ensure the theatre arts program aligned with the educational goals of the school.

August 2010 to June 2016
RISD Museum of Art
Providence, Rhode Island
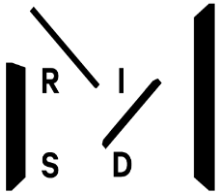
The RISD Museum acquires, preserves, exhibits, and interprets works of art and design representing diverse cultures from ancient times to the present. Distinguished by its relationship to the Rhode Island School of Design (RISD), the Museum educates and inspires artists, designers, students, scholars, and the general public through exhibitions, programs, and publications.

Director of Special Projects
February 2012 to June 2016
− Provide technical support, training, and documentation for the Museum's enterprise system.
− Managed all aspects of the planning and development effort for the RISD Museum website (risdmuseum.org); tested new functionality and obtained stakeholder approval before going live with new versions.
− Successfully launched the initial version, four major releases, and nine point releases of the website.

Interim Assistant Director
January 2011 to February 2012
− Oversaw special projects (exhibitions, publications, etc.) in conjunction with and/or at the direction of the Director.
− Facilitated internal teams, including Operations, Master Planning, Exhibitions, and Programs + Events.
− Served as a member of the senior leadership team by participating in strategic planning, staffing decisions, procedure discussions, and other key areas.
− Represented the Museum on the RISD-wide IT Steering Committee.
− Developed, refined, and implemented the Museum's technology strategy in collaboration with the senior leadership team.
− Engaged with employees and visitors to understand their technical needs, and developed appropriate opportunities.
− Evaluated existing and new technology solutions. As needed, directed the implementation, execution, roll-out and maintenance of new or upgraded systems.
− Championed technical innovation across the organization.
− Lead the effort to enhance and better utilize the Museum's website and social networking capabilities, working with staff and third party vendors to redesign and re-implement the Museum's online presence.
− Led the effort to obtain and deploy a new enterprise system to support visitor services, facilities management, membership and development, and other day-to-day operations.

Special recognition:
− Named *Altru Champion* by Blackbaud in April 2013.
− Nominated for the *RISD Recognizes Cost Savings / Efficiency Award* in January 2013.

RISD Museum of Art, Continued

Independent Consultant
August 2010 to January 2011
− Managed the RISD Museum's process for reaccreditation with the *American Association of Museums*.
− Analyzed processes, made recommendations for improvements and implemented process improvement initiatives, including targeted exhibition team meetings and schedules for each exhibition with realistic deadlines and all parts of planning and implementation.
− Worked with stakeholders to identify the basic requirements for redesigning the RISD Museum's website.
− Assisted in exhibition planning and execution as needed.
− Assumed the lead of the *Cocktail Culture* exhibition and publication when the curator became unavailable.

Publications:
− Knight, Shannon K. (October 2015). Data Integrity at the RISD Museum: The Long and Winding Road [Guest blog post]. http://www.blackbaudknowhow.com/altru/data-integrity-at-the-risd-museum-the-long-and-winding-road.htm
− Knight, Shannon K. (January 2016). Data in the Wind | Four Options for Fine-Tuning Old Data [Guest blog post]. http://feedproxy.google.com/~r/npengage/~3/dxLu2ZTA4Lc/?utm_source=feedburner&utm_medium=email

May 2003 to May 2010
Minitab, Inc.
State College, Pennsylvania

Minitab is one of the world's leading developers of statistical software. More than 4,000 colleges and universities use Minitab for teaching and research. Thousands of companies worldwide use Minitab software to analyze data for quality improvement programs.

Independent Consultant
March 2010 to May 2010
− Evaluated intranet usage and implemented strategies for better within- and cross-team communication.

Product Release Manager
June 2009 to February 2010
− Developed, implemented, and maintained a release plan within a multi-team development environment.
− Directly oversaw project managers within a program.
− Served as liaison and collaborated with a diverse team of professionals including project managers, software architects, developers, testers, business managers, and marketing specialists to generate a smooth process for scheduling and releasing software and updates.
− Informed stakeholders of issues and changes which may have impacted expected business results.
− Ensured that all teams were prepared before product launch; including such areas as development, deployment, production, marketing, sales, and support.
− Regularly proposed implemented methodologies, tools, infrastructure, and processes for efficient execution of Minitab's product release goals.

Minitab, Continued

Senior Technical Project Manager

May 2003 to June 2009

- Coordinated and monitored the development of proprietary software, working closely with engineers, designers, documentation writers and other team members.
- Acted as liaison to marketing, providing technical information about new product releases.
- Identified and facilitated process improvements in software development and project management.
- Established and defined processes for the software development cycle; created instructions and materials.
- Stayed up to date with current project management tools and methodologies.
- Made hiring recommendations based on resource needs.
- Provided input into the structure and design of the internal company portal and project management tools.
- Served as Lead Tester for Product Installations, which involved coordinating a team of six testers, as well as writing and reviewing test plans and specific test cases.
- Product testing and documentation as needed.

August 1998 to April 2003

Art Technology Group

Boston, Massachusetts

Art Technology Group (ATG) was an independent Internet technology company specializing in eCommerce software and on-demand optimization applications until its acquisition by Oracle in January 2011.

Senior Quality Assurance Engineer

January 2003 to April 2003

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

Senior Program Manager

June 1999 to December 2002

- Organized the development of proprietary software, working closely with product managers, engineers, designers, quality assurance engineers, documentation writers and other development team members. Team sizes ranged from 3 to more than 45 members, with project life cycles ranging from 10 weeks to 18 months.
- Responsible for the team that built ATG Portals, bringing in 33% of ATG's revenue during Q2 2003 and Q3 2003.
- Defined and documented the development cycle process.
- Developed and administered product beta releases (Dynamo 4.5 and Dynamo 5.0), including selection of participants, planning and implementing kick-off programs, and providing feedback to the appropriate product development teams.

Art Technology Group, Continued

- Established procedures for tracking new releases of 3rd party software that ATG products are reliant upon (such as JDK's, databases, and content management systems).
- Determined product cycle schedules and arranged product releases, working closely with the web team, product marketing, and customer support.
- Mentored new program managers and QA engineers; helped new employees adjust to the ATG culture.

Year 2000 Coordinator
October 1998 to January 2000

- Developed, proposed and implemented the company-wide Year 2000 compliance effort; worked closely with ATG senior executives as well as managers and team members at all levels within the organizations.
- Managed a 95-person support team for 24-hour coverage of the Y2K Weekend.
- Coordinated testing of internal product readiness; ensured 3rd party product readiness.
- Coordinated with legal, design, and product management to Y2K readiness and support plans to all customers.

Quality Assurance Engineer
August 1998 to June 1999

- Ensured reliability and usability of proprietary software.
- Conducted load and performance tests.
- Worked closely with engineers and designers.
- Logged and tracked any problems found.
- Provided input into the final product design.
- Developed guidelines for testing Year 2000 compliance.

July 1992 to July 1998
(not including June-December 1994)
Northwestern University
Evanston, Illinois

Northwestern University combines innovative teaching and pioneering research in a highly collaborative environment.

Computer Specialist, Center for Talent Development
August 1995 to July 1998

- Designed and managed an extensive relational database.
- Responsible for all equipment and software.
- Created and maintained the CTD website.
- Performed all UNIX system administrator duties, including maintaining the server and email accounts, and ensuring adherence to the network use policy.
- Supported staff members in the use of all technology related to CTD projects and programs.
- Provided training for parents of CTD students on using computers and the internet.
- Responsible for 35% increase in mailing list sales between August 1995 and July 1998.

Northwestern University, Continued

Systems Administrator & Research Project Assistant, School of Education & Social Policy – COVIS Project with Dr. Roy Pea

January 1995 to August 1995

- Designed and maintained a database of demographic and technological information for participating schools.
- Developed guidebooks, curriculum, and workshop materials for Project Technology Coordinators.
- Provided research support for project faculty.
- Provided computer support local high schools. Managed UNIX and Macintosh accounts for over 300 students; ensured adherence to the network use policy.

Research Project Coordinator, School of Education & Social Policy – Dr. Brian J. Reiser

July 1992 to May 1994

- Set up and tested experimental equipment and software.
- Conducted one-on-one sessions in a variety of studies.
- Responsible for office management, including organizing meetings, maintaining the budget and associated records, and ordering supplies and equipment.
- Developed a coding scheme for performing discourse analysis as published in *Merrill, Reiser, Merrill (Knight), and Landes (1995)*.

Publications:

- 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.