Sharon Knieper // *Technology leadership, user experience, project management, coding*

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

Experience

Director of Technology

New York Cares

June 2018 – present

- Lead a Technology team of 6, including new UX and developer positions, to support all technology infrastructure needs and web development.
- Develop and maintain a department budget of > $500,000.
- Develop strategic plans to improve data integrity practices, data retention policies, and user experience.
- Collaborated with team members to migrate fileserver to a hybrid configuration, upgraded the phone system to a cloud-based product, upgraded the firewall and switch, implemented a password manager for all staff, improved staff experience with SSO on key platforms, and led implementation of Jira and improved documentation of processes
- Collaborated with Technology team members to launch a new, volunteer-facing digital product and developed roadmap to update Drupal 7 backend of historical site
- Collaborated with UX consultants in improving web content and foster regular UX community of practice staff meetings.
- 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 multi-year planning process for a migration to Drupal 8/9.
- Improved usability of forms and services.
- Collaborated with Communications department to improve the usability of web content and collaborated with team members to improve internal processes and knowledge sharing.

UX/Drupal Consultant

Literary Managers and Dramaturgs of the Americas // Aug 2016 – Jan 2020
Feldenkrais Institute of New York // Jan 2016 – May 2017
Center for Research, Learning and Teaching, University of Michigan // Sept 2015 – Jan 2019
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

- Led user-centered design process that identified and fulfilled client's business goals.
- Interviewed users to identify information needs and clarify usability failures.

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

- Used cards sorts and heuristics to help clients develop successful information architectures and improve website content.
- Assisted clients in improving their use of stock photography and connecting them with photographers for custom photography.
- Built, configured and maintained websites; including new Drupal 7/8 websites, older Drupal 6 sites and open-source CRM sites (Civicrm). Also, designed and configured websites in platforms optimized for small businesses such as Squarespace.
- Directed and coordinated the launch of new digital products that allow the client to offer new 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

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

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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

Library Assistant, Population Studies Center
Inter-University Consortium for Political Social Research, University of Michigan
Sept 2008 - Sept 2009

Library Services Assistant
Public Library of Cincinnati and Hamilton County
July 2003 - Aug 2008

Education

Developing Leaders Program for Nonprofit Professionals, 2020
Columbia Business School Executive 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 diagraming
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
Azure, Exchange, Office365
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