

Virginia Knight, PMP®

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PROJECT & PROGRAM MANAGEMENT LEADER

Enterprise Program & PMO leader with 20+ years of experience driving strategic transformation initiatives across technology, eCommerce, higher education, SaaS, consulting, and regulated industries. Proven success building PMO capabilities, leading enterprise portfolios, improving delivery governance, aligning executive stakeholders, and guiding organizations through complex operational and technology transformations. Recognized for bringing structure, transparency, and execution discipline to high-ambiguity environments while building strong cross-functional partnerships and high-performing teams.

EDUCATION & CERTIFICATIONS

- B.A. in Music & Computer Science | Duke University | Durham, NC
- Project Management Professional (PMP®) | Project Management Institute
- Certified Scrum Master (I) | Scrum.org
- Certified Product Owner (I) | Scrum.org
- DELF B1 | French Ministry of Education

PROFESSIONAL EXPERIENCE

ITS Project Manager | Loyola Marymount University | Remote | Sep 2023 – Present

- Directed complex enterprise technology initiatives supporting Student Success and Advancement functions, aligning delivery plans with institutional strategic priorities.
- Led cross-functional governance and stakeholder alignment across business owners, IT leadership, vendors, and implementation partners.
- Managed \$2M+ Salesforce ecosystem initiatives involving competing priorities, resource constraints, and organizational change considerations.
- Established delivery structures, communication cadences, and escalation processes to improve transparency and execution accountability.
- Led vendor evaluation and systems integration partner selection processes, including RFP coordination, delivery oversight, and implementation governance.
- Identified and implemented process improvements to strengthen delivery effectiveness and cross-team coordination.

Senior Technology Program Manager | Zulily | Seattle, WA | Aug 2022 – Sep 2023

- Led enterprise remediation initiatives addressing SOX compliance gaps across Access Control and Change Management functions in partnership with executive leadership, audit teams, and technical organizations.
- Introduced standardized portfolio reporting and dependency management practices using Smartsheet to improve executive visibility and delivery coordination.
- Partnered with senior technology leaders to establish scalable delivery frameworks and operational best practices for enterprise program execution.
- Initiated and led a high-visibility enterprise commerce platform modernization initiative involving migration from self-hosted infrastructure to Shopify.
- Facilitated cross-functional coordination across engineering, operations, security, audit, and business stakeholders in a fast-paced retail environment.

Director of Program Management | Napster Group | Seattle, WA | Jan 2021 – Jun 2022

- Built and led a global program management function supporting enterprise-scale product and platform initiatives across backend systems, APIs, streaming infrastructure, and content platforms.
- Established and evolved PMO governance practices including project intake, prioritization, dependency management, status reporting, planning standards, and tooling standardization.
- Directed enterprise coordination across global engineering, operations, data, and product teams to deliver a major transformation of Napster's flagship streaming platform.
- Led organizational integration efforts consolidating geographically distributed program management teams into a unified global operating model.
- Partnered with executive stakeholders to evaluate delivery tradeoffs, prioritize investments, and align roadmap execution with strategic business objectives.
- Drove operational maturity initiatives improving portfolio visibility, delivery predictability, and cross-functional accountability.

Program Manager | Traction on Demand | Remote | Sep 2019 – Jan 2021

- Directed complex Salesforce transformation initiatives for nonprofit and public-sector organizations across North America and the UK.
- Managed program financials, delivery governance, resource planning, and executive stakeholder communications for initiatives exceeding \$500K in value.
- Guided client leadership teams through roadmap planning, prioritization, organizational change, and delivery tradeoff decisions.
- Led cross-functional coordination across consulting, technical, and client stakeholder teams to ensure successful program execution.
- Developed structured implementation plans balancing scope, budget, timeline, and organizational readiness considerations.

Director of Technical Program Management | Satori Software | Seattle, WA | Aug 2010 – Feb 2019

- Led enterprise program management and operational transformation initiatives across globally distributed R&D organizations spanning North America, Europe, and Asia.
- Championed organization-wide adoption of Agile delivery frameworks, JIRA, portfolio planning processes, and operational governance standards.
- Directed cross-functional initiatives supporting portfolio management, engineering process improvement, acquisition integration, Salesforce remediation, and delivery standardization.
- Owned execution accountability for enterprise R&D roadmap commitments, balancing strategic priorities, resource constraints, quality objectives, and delivery timelines.
- Facilitated quarterly portfolio planning and prioritization processes to align organizational capacity with business objectives.
- Guided organizational readiness efforts for ISO 9001 and ISO 27001 certification initiatives.
- Led integration and onboarding of newly acquired engineering teams into enterprise delivery processes and operational standards.

Prior Experience

- Director of Technical Program Management | Free & Clear Inc. | Seattle, WA | Aug 2007 – Aug 2010
- Lead Program Manager | Avanade Inc. | Seattle, WA | Aug 2000 – Aug 2007
- Consultant | Andersen Consulting | Multiple Locations | Jun 1997 – Aug 2000