

Virginia Knight, PMP®

PROJECT & PROGRAM MANAGEMENT LEADER

PMP-certified project and program management leader with 25 years of experience driving complex, high-impact projects across higher education, non-profit, eCommerce, consulting, and technology sectors. Proven success in building and mentoring project and program management teams, leading enterprise initiatives, and ensuring on-time, on-budget delivery of large-scale programs. Adept at engaging senior executives, mitigating risks, and fostering collaboration across global teams.

CORE COMPETENCIES

- Project and Program Management
- PM Team Development & Mentoring
- Scope, Schedule, Budget & Risk Management
- Contract & Vendor Negotiation / Management
- Stakeholder Engagement & Executive Communication
- Agile, Scrum, Kanban & Hybrid Delivery Models

CERTIFICATIONS & EDUCATION

- Project Management Professional (PMP®)
- Certified Scrum Master I – Scrum.org
- Certified Product Owner I – Scrum.org
- DELF B1 (French Language Certification)
- Duke University, B.A. in Music & Computer Science

PROFESSIONAL EXPERIENCE

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

- Scoped, scheduled and managed multi-million-dollar projects leveraging the Salesforce platform to support Student Success and Advancement initiatives within budget and resource constraints.
- Kept sponsors, business owners and IT leadership informed on delivery progress, changes in scope, and updates to project timelines.
- Built healthy relationships with stakeholders across LMU, aligning on deliverables, roles, responsibilities, and project timelines.
- Sparked and supported delivery process changes and optimizations for teams accountable for technical delivery.
- Drove systems integration provider RFP, selection and delivery processes in alignment with the overall program.

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

- Led remediation efforts to bring the technical organization into compliance for SOX Access Control and Change Management areas, working with technical implementation teams, company senior leadership, parent company audit leadership, and external audit partners.
- Partnered with Technical Program Management peers across the organization to build knowledge base for spinning up and operating new programs and large enterprise level project delivery efforts, using these evolving best practices to scope out new programs and projects.
- Introduced and rolled out Smartsheet for project planning, dependency management and dashboard reporting.
- Initiated and led the largest project in the company's technical portfolio to migrate its shopping experience platform from a self-hosted model to leverage an industry-leading platform (Shopify).

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

- Built and led team of program managers tasked with ongoing delivery of back-end systems projects (user platform, API, and video and audio content management) to support new feature development and ongoing updates for Napster product suites, including D2C and B2B solutions.
- Orchestrated delivery and dependency management across global front end, back end, data, and operations teams to launch a major revamp of Napster's flagship audio streaming D2C product to introduce video capabilities and migration from on-premise streaming infrastructure to Google Cloud.
- Assessed and created roadmap to evolve program management practices across the Napster technology organization including project evaluation and selection process, cross-team dependency management, status reporting, schedule creation and planning, program activities communications and tools standardization (Smartsheet, JIRA, Confluence).
- Guided integration of US-based back-end program management team into consolidated global UK-based program management organization.
- Partnered with stakeholders across business units to make sound delivery tradeoff decisions.
- Identified, implemented, and continuously evaluated the effectiveness of delivery tool and processes across Napster program management functions.

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

- Led end-to-end Salesforce NPSP (Non-Profit Success Pack) enablement, integration, and data migration projects for non-profit organizations within Canada, the US, and the UK, including humanitarian, educational outreach, and public sector organizations.
- Managed budget, scope, schedule, issues and risks for deliveries and programs valued at \$500K+.
- Partnered with client stakeholders to strategically align fundraising and recruiting project deliveries with long term transformation roadmaps, including guiding clients through difficult conversations regarding budget, resources, and timelines.
- Worked with stakeholders to baseline requirements and user stories and sequence their implementation.
- Tracked utilization of project resources to ensure alignment with resource allocations and budget.

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

- Drove adoption of Scrum framework and JIRA for all R&D teams working to deliver products in a highly regulated industry, acting as change champion and rollout coach to all teams.
- Led program management and engineering teams spanning divisions across North America, Europe, and Asia to tackle R&D initiatives such as adoption of defect and work tracking tools, R&D portfolio management methods, time tracking practices, rebooting a Salesforce implementation and other "grassroots" efforts.
- Accountable for on-time delivery of R&D roadmap commitments within budget and with exceptional quality.
- Drove quarterly planning activities to ensure that portfolio commitments were aggressive yet achievable.
- Served multiple development teams in both Scrum Master and Product Owner roles.
- Rallied key stakeholders across the company to execute product launches and post go-live support.
- Guided organization through ISO 9001 and 27001 certification and deficiency resolution activities.
- On-boarded software development teams joining the R&D team due to corporate acquisitions.

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

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