

**Amy Colman**

828 SE Ash St., Apt. C, Portland, OR 97214  
(503) 804-7494

[amy@kettrick.com](mailto:amy@kettrick.com) | <http://kettrick.com/resume/>

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**SUMMARY**

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I have 17 years of experience delivering and supporting IT, web design, web development, and SaaS projects. I am highly successful at managing multiple high-touch projects and customers, while handling obstacles with good humor and professionalism. I am adept at explaining technical details to non-technical contacts and translating customer needs to developers. I consistently exceed client expectations through outstanding communication, organizational and technical skills.

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**TECHNICAL SKILLS**

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**Web and Database Scripting**

Proficiency / Strong Familiarity: XHTML, CSS, JavaScript, SQL, XML

**Software / Tools**

Adobe Dreamweaver, Fireworks & Acrobat, Microsoft Office Professional, Visio & Project, Apple iWork, Basecamp, CiviCRM, Drupal, Gliffy, Harvest, JIRA, OmniPlan, Redmine, Salesforce, SharePoint, UNIX, WordPress, Zoho, Zope

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**EXPERIENCE**

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**Project Manager (Contractor)**

November 2010 – Present

Society of Motion Picture and Television Engineers (SMPTE)  
White Plains, New York - Working remotely in Portland, Oregon

## Project Management:

- Create project-related documents from scratch for the specific needs of SMPTE. These include RFPs, requirements matrices, business rules, use cases, project plans, test plans, vendor questionnaires, project schedules and technical specifications
- Manage multiple vendors and related projects, rolling into one large, multi-year \$750,000+ project – including new CMS, CRM, digital library, single sign-on and API integrations, and content conversion
- Ensure staff and vendors meet commitments; provide detailed instruction about what is needed when and follow-up with reminders
- Produce weekly and monthly status reports, including details about schedule milestones and/or slippage, risks, and budget standing
- Serve as the main point of contact for all staff and vendor questions about project deliverables and expectations
- Manage all documentation and publish for appropriate audiences to shared repositories (SharePoint, Google Drive, etc.)
- Facilitate in-person and online meetings with vendors and staff, create agendas and presentations, ensure all points are covered, and assign action items
- Approve all vendor invoices and vet work estimates
- Interview vendors and their references, establish selection criteria, and recommend finalists

## Web Management and Technical Support:

- Port all content to Drupal, rework code and layout, and create sub-sites
- Setup ticket tracking system including software selection, workflow configuration, email template definition, and staff training
- Train staff on Drupal, CiviCRM, Zoho, and HighWire systems. Document step-by-step processes for staff and volunteer users
- Serve as first-tier technical support and quality assurance tester

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**Project Manager / Senior Account Manager**

March 2007 – November 2010

Kavi Corporation, Portland, Oregon

**Project Management:**

- Collaborated in a cross-functional and geographically-diverse team environment to establish project approach and timelines
- Met with customers in person or remotely to capture project goals and requirements, and ultimately arrive at a best-fit solution. Conveyed both the big picture and intricate details of projects to stakeholders
- Created, managed and coordinated all project documents including proposals, scope of work documents, project plans, communication plans, test cases and change requests. Reliably managed objectives, set priorities, and met deadlines and budgets
- Managed resources across departments and organizations to keep all on task and assist in removing obstacles as needed
- Produced regular status reports and conducted status calls to keep project teams on task and to discuss concerns or potential risks
- Consistently remained calm, professional, and on-task in a deadline-driven, fast-paced environment
- Fostered a friendly and open environment for all project team members and stakeholders to express ideas and raise questions

**Technical Consulting and Application Support:**

- Recommended and implemented configuration settings based on customers' policies and administrative needs
- Performed data normalization / upload and report building activities for customers with limited resources and/or technical expertise
- Completed a variety of site maintenance tasks including Web application creation, image manipulation, design refreshes and navigation changes
- Analyzed and interpreted data such as mail logs, reports, and Web statistics
- Conveyed highly technical concepts to non-technical audiences
- Recommended process improvements, best practices, and suggested methods of site optimization
- Documented software workflow and mapped to customer expectations
- Assumed final quality assurance role for anything implemented on customer sites

**Account Management:**

- Managed day-to-day customer relationships by responding to questions, concerns or billing disputes, and coordinating the workflow and maintenance of customer sites
- Demonstrated excellent customer service and organizational skills. Operated in a self-directed fashion and learned independently to continuously provide the best service
- Acted in a proactive, responsible and accountable manner to provide overall customer satisfaction and solidify the company's reputation
- Centralized documented information about customer projects and served as an in-house expert on customer processes, policies and configuration settings
- Delivered presentations and software demos to a variety of participants in support of sales efforts. Provided end-user support and training in software application environment
- Handled difficult and complex customer or vendor situations gracefully
- Capitalized on opportunities to upsell products and services to existing customers
- Translated customer requirements to product management and advocated for product improvements

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**Web Designer**

June 2000 – August 2005

Knowledge Learning Corporation, Portland, Oregon

**Interface and Information Design:**

- Designed corporate Intranet framework, including all visual elements, scripting code, navigation, content layout, and information architecture
- Developed large-scale software applications with software engineers and sponsors
- Updated Intranet as requested by sponsors, ensuring that requests followed corporate standards
- Redesigned large data collections as needed to improve navigation and usability
- Regularly managed and tested links, images, content, and download time, ensuring all sites remained in optimal working condition and error free
- Tracked Web statistics to determine most visited links and resources, and to advise sponsors of methods to draw more users to their content

**Content Management / Intranet Standardization:**

- Standardized Intranet publishing methods through software automation, hands-on training, and ongoing communication and documentation
- Developed useful and well-written content, and edited the content of others to conform to corporate standards
- Assigned and trained departmental content contributors. Oversaw contributors' activities, monitoring all content and design choices to ensure standards were followed
- Represented Information Systems on the Documentation Standards Committee
- Created and edited graphics, PDF publications, and Web navigation tools to provide simple and consistent data for end-users

**Project Management:**

- Led process improvement working groups to determine best business processes for environment
- Worked closely with sponsors to define project scope, technical requirements, design, and delivery timeline of Web-based applications
- Coordinated Web projects according to SDLC principles
- Wrote use cases and test cases and performed testing duties
- Developed forms, templates, and Web sites to collect and manage project specifications
- Trained and advised Jr. Web Designer and contractors
- Provided ongoing project status reports and charts

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EDUCATION

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**Colorado Technical University**

Colorado Springs, Colorado

B.S. in Business Administration and Information Technology, Cum Laude

Undergraduate Professional Certificates: Project Planning, Business in the Global Environment, Management Essentials, Organizational Systems Improvement, Human Resources Development, Business Fundamentals, Accounting and Finance

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REFERENCES & PORTFOLIO

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**References**

References available upon request

**Portfolio**

Online portfolio available upon request