

KIP SILVERMAN

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PROFESSIONAL PROFILE

Senior Technical Program Manager, Architect, Analyst, and Collaboration expert, with large team and program management experience dedicated to innovative solutions and quality, informed risk taking. Committed to comprehensive user education and support to empower teams to excel in their work. Extensive experience analyzing and implementing complex user requirements and needs; expert ability to translate business needs into elegant technical solutions to address difficult challenges. Expert on the leading edge of technologies and managing relationships with vendors and organizational teams. Passionate about my work, avidly seeking opportunities to improve and evolve solutions and processes.

AREAS OF EXPERTISE AND CORE COMPETENCIES

- Collaboration technologies/strategies: able to influence/evolve collaborative cultures in complex and disparate environments
- Complex enterprise program/project management leading interdisciplinary teams
- Information workflow and technical architecture; analytical problem-solving
- Atlassian and next generation tools and platforms; Agile project management
- RFP and vendor selection processes
- User Experience (UX) and User Interface (UI) design and implementation
- Data driven solutions with understanding of needs and nuance
- Listening, verbal, and written communications skills; relationship building with executives, managers, and individual contributors alike
- Passionate about solutions and standards that exemplify diversity, equity, and inclusion

WORK EXPERIENCE AND SELECTED ACCOMPLISHMENTS

Disys/Daimler Trucks North America

Portland, OR

2018 - present

Infrastructure Systems Analyst/Architect

- Responsible for program and portfolio management:
 - Assumed responsibility for Atlassian products, including Confluence and Jira; updated Confluence to current versions; managed Jira migration from Cloud to On Premise
 - Created product lifecycle maintenance and roadmap, standardizing the practice of twice a year upgrades and emergency patching as needed
 - Managed day to day administration of both platforms, advising teams and organizations on best practices and creating new processes to meet business needs
- Architect of enterprise-wide process improvement and documentation:
 - Developed best practices to adopt and use disparate tools for project management and document, including Confluence, Jira, Jive software, and SharePoint
 - Redeveloped and streamlined major incident management processes, reducing initiation from 40min to seconds; designed and implemented full documentation process for notifications, root cause analysis, blameless post-mortems, and continual improvement
 - Assigned to Windows 10 upgrade project mid-effort; improved management processes and application remediation efforts; streamlined from manual process to utilizing complex workflows, making it easier to validate over 1400 applications through a 6 month effort

- Coordinated information sharing across cross-functional and diverse teams, including mainframe web services, networking, HR, engineering, and manufacturing, to understand challenges and develop solutions that meet the various needs of the organizations through thoughtful planning, adoption, and tools use

Move Food Portland, OR 2015 - present
Founder and Executive Director 501(c)(3) non-profit

- Developed the concept, design, and vision for an online food security system that connects sources of food waste with volunteers who pick up and deliver the food to those in need; architected an online platform with cross-device compatibility designed for the simplest user experience with the lowest bar of access
- Communicates service vision with potential investors and participants through the use of effective oral presentation skills and relationship building; interested parties include:
 - local and corporate businesses such as Elephant's Catering, Portland State University, Nike, and Ebay; local and statewide government entities such as the Oregon Department of Environmental Quality, Portland Metro, Oregon Food Bank; local food relief and repurposing organizations such as Urban Gleaners, Lift Urban, Free Hot Soup
- Exemplifies the ethical and equitable use of technology to serve the greater good over profitability: no cash transactions on any end to ensure program is free to use for all parties; platform is a closed-circuit service ensuring all users are a known and approved entity to maintain integrity of service; software is being built using commonly available technologies and will be released as a branded system as well as an open source system, available free of charge to non-commercial organizations

Intel Corporation Portland, OR 2000 - 2015
Business Systems Manager - Collaboration and Productivity 2014 - 2015

- Represented Enterprise Collaboration Portfolio of 150+ platforms and tools in performing deep dive analysis and needs assessment with over 2 dozen groups and organizations within 6 months, including Software Solution Group (SSG) and Technology Manufacturing Group (TMG):
 - Matched clients with collaboration solutions to adopt new technologies and streamline existing technologies to align with their business strategies; and eliminate redundant or obsolete equipment for work optimization and cost savings
 - Connected clients with the product owners of over 150 different collaboration solutions, including SalesForce platform and Cisco WebX conferencing; created materials and processes to address various organizational needs through user stories/presentations

International Game Developers Association Foundation/Intel Scholars GDC Conference 2015

- Selected by a senior manager of the Software Solutions Group to create and coordinate a mentorship program for 30 young women chosen from around the world to attend the 2015 Game Development Conference as part of an Intel scholarship to promote diversity and inclusion in technology and game development
- Networked with industry professionals to provide formal and informal mentorship opportunities for scholarship participants; leveraged personal and professional relationships with senior leadership from Google, Microsoft, Digipen, and others across the gaming and technology industry to bridge the gap created by the exclusion of women from STEM and technology fields
- Program was deemed extremely successful and became a long-standing company practice, with the previous year's participants mentoring the next generation of scholarship awardees

Enterprise Collaboration Platform Manager

2011 - 2014

- Platform/Product Manager of Intel's old and new internal enterprise-wide internal collaboration platforms, driving vision and practice to change the culture from "Information is Power" to "Sharing Information is Power"; oversaw the migration of 30k+ users and a TB of data from the old platform into the new platform with no work week downtime and only minor complications
- Managed multiple multinational teams including developers, systems, project management, user experience, communications, and user-support located in the US, Penang, Bangalore, and San Juan (Costa Rica) to deliver an enterprise class environment that met the core needs of all Intel business units and organizations
- Created strategies to gain full adoption from 20,000 to 95,000 users in eight months; created best practices, training, and showcase examples enabling increases of 35% more use overall from year to year, eliminating up to 40% of email communication and Sharepoint usage in some organizations.

Collaboration Solutions Service Line Manager

2004 - 2011

- Managed a service line of collaboration solutions, including Sharepoint, Blog, Wiki, CMS and Forum solutions, that piloted capability and proved necessity for Enterprise needs
- Used innovative technologies using both open source and commercial products focusing on cost-effective approaches to offer services and support that the core IT organization could not provide, including piloting server virtualization (VMware)
- Provided a proven standard of efficacy using emerging technologies to senior management for enterprise-wide adoption. Helped establish the first VMWare lab and was the first adopter that within 3 years became the standard for new server deployments across Intel.

TECHNOLOGIES

- Over 15 years experience in:
 - Microsoft Project, Sharepoint, Exchange and Office Technologies (Word, OneNote, Powerpoint, Visio, etc); Collaboration platform management: Telligent, Jive software, Wiki and document repository systems: Confluence, Documentum, Networking technologies CMM and traditional project management, ITIL CMDB; Vmware and server virtualization
- Over 10 years experience in:
 - Cisco and Microsoft VoIP; Jira, Gitlab, Bitbucket, Next generation Development and Collaboration tools;
- Over 5 years experience in:
 - CRM Salesforce; Oracle, Peoplesoft Portal; Wireframing tools: Balsamiq; Agile, Scrum, DevOps; Agile tools: Rally, Jira

COMMUNITY ORGANIZATIONS

- RhoK (Random Hack of Kindness): project leader and participant
- Mercy Corps Tech4Change: participant
- PDXTech4Good Meetup: involved in re-launch in 2017