



# PETE KNOWLTON



UI DESIGN DIRECTOR | ENGINEERING PROGRAM MANAGER

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425.220.3966 | resume@corepremise.com | linkedin.com/in/pete-knowlton | www.peteknowlton.com

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## PROFESSIONAL EXPERIENCE

### IT Security Compliance & Technical Specialist for Disney

#### *TEKsystems LLC, FL, Apr 2018 - Present*

- Vendor contract amendment writing & review.
- User access policy creation & implementation.
- Data retention policy creation.
- GDPR compliance auditing.
- PCI, PII, & SOC compliance auditing.
- IT security vulnerability remediation.
- Confluence setup, training & design for interface documentation.
- Jira software setup & training for GCR intake development.
- TLS & SSO implementation.
- Pentesting assessments & data security continuity.
- 3rd party vendor communication.
- Disaster recovery planning.
- Internal/external software auditing.
- Security scorecard vendor audits.
- Qualys findings/Incident reporting.
- SANS GSEC & ITIL training.
- Tableau executive dashboard UI design.

### Chief Operations Officer (Executive Strategy / Operations)

#### *Strom Holdings LLC, WA, Feb 2015 - Mar 2018*

- Led full stack engineering team; strategic direction, company brand standards, talent hiring, product innovation, and system innovation.
- Designed and implemented logistics workflow, network, and security in four locations; Seattle WA, Baltimore MD, Japan, and the United Kingdom.
- Created and developed nine flagship products from concept to execution increasing revenue from \$0 to \$2.5 million by year two.
- Designed, developed and upheld company branding standards.
- Led multiple teams to develop customer service tools, standard operating policies, and benchmarks.
- Directed new product development and marketing campaigns based on consumers product usage data.

## SKILLS

- Strategic Planning & Execution
- Product Marketing & Branding
- Budget Management & Forecasting
- Product Research & Development
- Business Continuity & Governance
- Performance Management & Delegation
- Agile Software Manamgnet
- UI Layout Art Direction

## PERFORMANCE HIGHLIGHTS

- IT Security Data Protection; User Access policy creation, incident response & systems auditing.
- Cementing trust relationships with vendors, influencing them to remediate vulnerabilities in their internal and external security posture to protect data.
- Developed startup company to \$1.5M revenue in its first year and \$2.5M revenue in its second year.
- Redesigned logistics to save 50% in overall company costs.
- Designed 25+ products with supporting marketing campaigns.
- Orchestrated flagship product launches on a global scale.
- Launched 10+ websites including websites in foreign languages.
- Maximized product penetration in Asian, European and Australian markets.
- Managed employees across multiple countries.
- Deployed multimillion dollar network and data center infrastructure upgrades.

- Managed website UI, social media integration, advertising, and customer outreach initiatives with design teams optimizing and improving the end user experience.
- Managed design and engineering teams working in Azure, Amazon AWS, and QA/Production environments for logistics software and company e-commerce store.
- Proposed, maintained, and reported on project budget, status, and marketing ROI to stakeholders.
- Achieved specific KPI's and key business value metrics.
- Recruited and sourced specialized talent for ongoing projects in multiple regions.
- Managed remote employees and cultivated unique modern workspace arrangements.
- Coordinated ongoing FDA regulations and compliance.
- Created HR tools for performance evaluations, employee onboarding materials, benefits, and business conduct.
- Engaged in hands on experience with the manufacturing process of textiles and medical products to push innovation boundaries.

### **Managed IT & Design (Project Manager)**

#### ***Core Premise LLC, WA, Feb 2011 - Jan 2018***

- Directed engineering, sales, and security compliance teams.
- Managed contract IT technicians; networks, network hardware, servers, and software security.
- Led multiple teams to implement and deliver Microsoft M365 (including Office 365) enhancing client collaboration capabilities and cloud distributed services for continuity.
- Implemented Sophos and ESET HIPS security.
- Managed in-house developers to produce various full-stack applications including functionality testing, user testing, and delivering platforms.
- Led branding team from concept to trademark.
- Execution of project plans including key deliverables and ongoing maintenance.

### **Director of Marketing (Branding & Public Relations)**

#### ***Northwest Vox LLC, WA, Feb 2015 - Jan 2017***

- Managed Confluence & Jira sprints for NWVox technical teams.
- Directed graphics team to redesign product sales tools for re-branding and market positioning.
- Implemented customer embedded service architecture and procedures leading to a 60% reduction in customer service phone contacts.
- Enabled creation of technical articles in Freshdesk to streamline end user controls and feedback.
- Managed website redesign, social media integration, and client outreach.
- Directed marketing campaigns spiking customer growth by 35%.
- Mitigated excessive IT overhead resulting in an increase in ROI.
- Hired upper-level management.

## **EDUCATION**

- Eastern Washington University, 2 Years of Course Work.
- Spokane Community College, AAS, Network Design & Administration.
- Central Valley High School.

## **TRAVEL QUALIFICATIONS**

- Nexus / APEC
- Chinese Visa - 10 Years

## **PHILOSOPHY**

*"Clear is Kind. Unclear is unkind".*

- Brene Brown