

# PETE KNOWLTON

PRODUCT / PROJECT MANAGER

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## PROFESSIONAL EXPERIENCE

### SR. BUSINESS ANALYST IN RISK MANAGEMENT WALT DISNEY WORLD PARKS & RESORTS, FL APR 2019 - PRESENT

#### Risk Analytics for Executives

- Tableau server dashboard(s) design
- Mining data universes (health services, attendance, recovery, employee & guest claims, incidents, near misses)
- Compiling data (by fiscal years, unique occurrence ID, merge data into usable format)
- Analyzing data & active initiatives to detect trends (mitigating risk and recovering financial loss)
- Presenting data (precise, actionable tasks & investment paths)

#### Deep-Dive Analysis & Auditing

- Interviewing staff & vendors
- On-site observations
- Historical research
- Business area initiative research
- Initiative timelining
- Discrepancy auditing

#### Law & Compliance

- Legal "history check" data pull for litigated claims
- IAAPA state water parks & attractions yearly report
- Legal spend quarterly report
- Oliver Wyman yearly report
- Regulatory training compliance quarterly report
- SAS sustainment reporting (labor, OSHA, reconciliation, etc.)

#### RFP Vendor Bids (WDW, DCL, DLR)

- Medical billing
- Investigative vendor services
- Durable medical equipment
- L.I.F.E. training program
- D.O.T. drug testing

## SKILLS

- Data Mining & Analytics
- Agile/Scrum Software Management
- Strategic Planning & Execution
- Budget Management & Forecasting
- Product Research & Development
- Business Continuity & Governance
- Performance Management & Delegation
- Product Marketing & Branding
- Public Relations

## PERFORMANCE HIGHLIGHTS

- Managing & improving relationships with vendors
- Long-term risk planning & strategy
- Cross-business sector collaboration
- High-profile conflict mediation & resolution
- IT Security Data Protection; incident response & systems auditing
- C-level advising & negotiation
- Public speaking expertise

## EDUCATION

- Valencia College, B.S., Bachelor's in Organizational Leadership
- Spokane Community College, A.S., Network Design & Administration
- Central Valley High School, Diploma

## TRAVEL CREDENTIALS

- Nexus / APEC
- Chinese Visa - 10 Years

## PHILOSOPHY

*"The goal is to contribute more than criticize."*

- Brene Brown

## **IT SECURITY COMPLIANCE SPECIALIST**

**DISNEY/TEKSYSTEMS LLC, FL**

**APR 2018 - APR 2019**

### **Vendor IT Security**

- TLS & SSO implementation
- Pentesting assessments & data security
- Security Scorecard vendor audits
- Vendor contract amendment writing & review
- IT Security incident analysis
- GDPR compliance auditing
- PCI, PII, & SOC compliance auditing

### **Risk Management Department Organization & Efficiency**

- ServiceNow aviation intake development
- Tableau executive dashboard UI design
- Confluence CARS interface documentation (design, setup, and training)
- Jira GCR intake development (design, setup, and training)

### **Risk Management Department Security**

- Disaster recovery planning
- Internal & external software auditing
- User access policy creation & implementation
- Qualys findings & incident reporting
- Creation of data retention policies

### **Certification Classes & Training**

- SANS GSEC
- CSIM
- PMP
- AWS
- Tableau
- ITIL governance

## **CHIEF OPERATIONS OFFICER**

**STROM HOLDINGS LLC, WA**

**FEB 2015 - MAR 2018**

### **Business Strategy**

- Improved website UI, social media, marketing, and customer outreach
- Executed long-term plans in business financial budgets, marketing, and product ROI
- Coordinated ongoing FDA compliance

### **Innovation & Design**

- Developed nine flagship products from concept to release
- Designed company branding
- Directed the manufacturing process of textiles & medical products

## **Project & Team Management**

- Managed design and engineering teams working in Azure, and Amazon AWS
- Maintained QA/Production environments for logistics software and company e-commerce store
- Implemented location logistics for workflow, network, and physical security
- Directed teams in customer service, standard operating policies, and benchmarks
- Developed HR tools for evaluations, onboarding materials, benefits, and conduct
- Reported on project budgets, status, and timelines

## **DIRECTOR OF MARKETING**

**NORTHWEST VOX LLC, WA**

**FEB 2015 - JAN 2017**

### **Business Innovation**

- Financial analysis of IT overhead, increasing ROI
- Marketing strategy that grew sales by 34% and expanded customer retention by 62%
- Redesigned product sales tools
- Competitor analysis and market repositioning
- Directed rebranding

### **Project & Team Management**

- Implemented Confluence & Jira sprints for on-site technical team
- Engineered automated customer service architecture resulting in a 60% reduction in contacts
- Directed Freshdesk ticket support team
- Coordinated website redesign
- Supervised social media team

