

# JILLIAN C. WARREN

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## Digital Project Management & Communications Experience

### DUKE WEB SERVICES (Duke University Office of Information Technology) – Durham, NC

*Senior Project & Client Relations Manager*  
*Project & Client Relations Manager*

February 2018 – present  
September 2013 – January 2018

- Lead project manager and primary client contact for in-house, award-winning web group – oversees 14-person team with 30-40 active projects and 100+ support relationships across the university and health communities
- Created both positions from ground up, building project management and daily operations processes and policies to align with best practices, meet organizational needs, increase team productivity and performance
- Grew PM team from 1 to 3 FTEs – evolving strategies and workflows to ensure successful expansion, leading team and mentoring junior members
- Manages diverse website and application projects and support, specializing in complex and strategic priority projects and client relationships
- Served as Information Technology Advisory Council Coordinator, collaborating with CIO/VP of IT over 2-year term to shape strategic agendas that influence direction of IT at Duke; worked closely with senior staff, faculty, students; instituted processes and defined duties of role
- Makes multifaceted contributions across the organization – managing Sites@Duke enterprise WordPress network, assisting communications director with news and events, organizing team-building and engagement activities, mentoring colleagues, presenting and teaching about digital project management and web analytics
- Completed training requirements for Project Management Professional (PMP) certification

### NORTH CAROLINA ADMINISTRATIVE OFFICE OF THE COURTS – Raleigh, NC

*Digital Communications Project Manager*  
*Communications and Information Specialist*

May – September 2013  
February 2012 – May 2013

- Second-in-command communications officer for 7,000-employee state judicial branch; responsible for media relations, websites, branding, design, newsletters, publications
- Managed all website projects (intranet and internet), vendors, content, temporary staff
- Oversaw email newsletters; won NCAGIO excellence award for internal office newsletter

### VIGET LABS – Durham, NC

*Web Project Manager*

April 2010 – February 2012

- Managed all local projects (\$1M+/year) in 15-person office; up to 14 active clients at once
- Led all facets of diverse web strategy, design, development projects – resource and budget management, client relations, marketing, sales, user experience, content, production
- Brought in \$1M+ in business, via competitive pitches and long-term engagement management

## NEWFANGLED – Carrboro, NC

*Assistant Project Manager*

March 2009 – April 2010

- Supervised new websites, upgrades, maintenance, strategy for 80+ clients
- Consulted on analytics, content strategy, marketing, SEO, usability, design, IA, social media

## WNCN-TV NBC 17 (Media General) – Raleigh, NC

*Promotions Writer/Producer*

April 2007 – January 2009

- Single-handedly responsible for all daily news promotions; wrote, produced, edited 5+ daily
- Chief newsroom brand advocate; spearheaded innovative rebrand of daily marketing strategy

## WHBQ-TV FOX 13 (FOX Television Stations) – Memphis, TN

*Promotions Associate Producer*

April 2006 – April 2007

- Produced on-air promotions, managed 24-hour on-air promo schedule, hosted station events
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## **Education**

### UNIVERSITY OF PENNSYLVANIA, College of Arts and Sciences – Philadelphia, PA

*Bachelor of Arts in Communication (Annenberg coursework), magna cum laude*

December 2005

- Minors: Cinema Studies, French
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## **Conference Speaking Engagements**

- "Doing a Lot with a Little: Project Management at Scale" – DPM Summit (2019)
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## **Technology**

- Project management tools
  - activeCollab, Basecamp, ClearQuest, dotProject, Harvest, Microsoft Project, Microsoft Planner, SharePoint, Slack, Trello, Unfuddle
- Web content management systems
  - Drupal, WordPress, Django, ExpressionEngine
- Microsoft Office & Google Suite
- Google Analytics
- HTML & basic CSS
- Adobe Photoshop
- Social media channels
- Email newsletter systems
- File- and screen-sharing tools
- Design & visualization tools
- Video & audio editing
- Videography & photography
- Newsroom systems