

Nick Kovs

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Analytical, results-oriented professional with 15+ years of extensive agency experience involving technology project management, process writing, and strategic implementation. Passionate about system configuration and management. Adept at technical development and creative operations and their relationships to successful project delivery. Proven ability to ensure the highest level of team performance through the implementation of operations and professional development best practices. Laser-focused on delivering solutions, implementing business processes, and addressing clients' needs. Capacity to synthesize and extract data, structure ambiguous problems, and coordinate project timelines, tasks, and development efforts in a fast-paced environment. A positive attitude in driving the adoption of new processes and communication platforms.

CORE COMPETENCIES

Process Development | Change Management | Risk Management Support | Enterprise Risk Management | Business Analytics | Documentation & Reporting | Budgeting | Workflow Diagramming | Technical Implementation | Project Planning | Mentoring | Onboarding | Business Process Improvement | Requirement Gathering | Process Mapping | Database Architecting | Excellent Verbal, Written Communication, and Presentation Skills | Keen Attention to Detail | Resourcefulness

TECHNICAL SPECIALTIES

Rippling, 15Five, Adobe Creative Suite, Google Suite, HTML, CSS, PHP3, jQuery, WordPress, Teamwork, Trello, Jira, Confluence, Work Management, Airtable, Microsoft Office Suite 365, Magento 2, Shopify, BigCommerce, DatoCMS, MySQL, Zapier

PROFESSIONAL EXPERIENCE

Process Excellence Manager | Trellis, Malden, MA

Apr 2021 – Present

Strategically leverage industry practices to develop, iterate, document, and release process change via establishing seamless workflows, automation, and system configurations to optimize and prioritize employee effectiveness by 100%.

- Rebuild and maintain the entire employee onboarding training process, from a "101 training" documentation manual to running onboarding sessions with each new employee over the course of eight (8) months. Consistently praised by new employees as being one of the best onboarding experiences they ever had.
- Spearhead the research and full implementation of a performance management system (15Five) and HRIS (Rippling) for a company of 80+ employees to streamline onboarding, reduce redundant platform usage, and enhance employee data accuracy.
- Foster open communication between seven (7) departments to reduce redundant efforts, improve teamwork, and fulfill the group's needs based on objectives and key results.
- Establish a new framework for documentation templates and write documentation on processes and procedures, such as workflow diagrams.
- Implement new scheme to Atlassian products to align to current and future company processes.

Technology Project Manager | Trellis, Malden, MA

Aug 2019 – Apr 2021

Maneuver client relationships through communication, budgets, timelines, and task prioritization. Managed client engagements, such as full-builds or maintenance retainers as well as additional activities like billing, strategizing, and presentations.

- Supported the team's overall development while ensuring tasks were done on time and within budget.
- Reinforced new processes across the company to become global norms by collaborating with a team of seven (7) members.
- Maneuvered a complex portfolio of 12 different clients, which resulted in \$1M in revenue per year.

Director of Web Design & Programming | Shannon-Rose Design, Saratoga Springs, NY**Apr 2016 – Aug 2019**

Acted as a Project Manager for all web clients, Solution Strategist for potential clients in the sales pipeline, Manager of operations and processes, and a sole resource for delivering start-to-finish on small websites utilizing the WordPress theme Divi.

- Accomplished the integration of agile methodologies that yielded more transparent communication and efficient resource utilization. Coordinated project timelines, tasks, and timely solutions to various issues.
- Automated client ticket requests by building a framework using Trello and Butler while empowering a team of three (3). Adopted an agile mindset in an ecosystem of unpredictable work by breaking work into two-week sprints.
- Captured and scoped requirements and presented Statements of Work to new and existing clients to generate new business.
- Actively participated in gathering estimates for SOWs and Requests For Proposals following standard guidelines.
- Executed full-time project management duties alongside full-time front-end development tasks in one position.
- Served as a Front-End Developer during the first year and was hired due to interest in eventually becoming their PM.

Project Manager & Front-End Developer | Technology Therapy, Providence, RI**Mar 2013 – Mar 2016**

Strategically focused on building a theme framework that acted as a base for 10+ reusable themes after having identified a market for a small budget and quick turnaround projects; these themes totaled 2-3 month discovery to launch timelines, ranging from simple brochure sites, theatres with event calendars, and eCommerce sites with large product catalogs.

- Oversaw the web team in creating project work statements, timelines, budgets, and daily client communications.
- Migrated company from using Basecamp to Teamwork to be used for a portfolio of 30+ active clients.
- Managed communication, development, and asset gathering with 30+ active clients with full-build engagements or template-based agreements.
- Built 13 reusable WordPress themes with Foundation and Advanced Custom Fields that could be sold to clients with the promise of getting a site up and running within 2-3 months, while making content management flexible and achievable by the client after launch.
- Functioned as a Server Manager for 90+ hosted sites on WP Engine to maintain server security, clean-up, and access for hosting clients.

Graphic Designer & Front-end Developer | Astonish Results, Warwick, RI**Jul 2011 – Jul 2012**

Executed development on designs via WordPress that led to creating a boilerplate template that was used as the skeleton for all themes created. Designed based on the brand guidelines and standards for the company and worked on marketing collaterals.

- Successfully onboarded and assisted clients with designing and developing their sites from scratch.
- Supported the efficient development of website framework to make development faster for website designs.
- Led three (3) designers to guarantee digital and print design requests were being done in a timely manner.

Front-end Developer | Overit, Albany, NY**Jul 2011 – Jul 2012**

Exposed to a larger clientele for the first time, writing frontend code that would be later be converted into a WordPress theme.

- Closely worked with the designers to ensure their work was translated correctly while also working with the backend developers to ensure deliverables were constructed correctly and efficiently for them to build on.

Graphic Designer & Front-end Developer | ecm design, Exeter, NH**Nov 2007 – May 2011**

Accounted for assisting small businesses with small budgets; sat down with them oftentimes to gather project details, which involved branding, posters, brochures, business cards, and advertisements. Performed front-end development for primarily static websites.

CERTIFICATIONS & TRAINING

Atlassian Certified Jira Administrator for Cloud | Atlassian, 2023

Professional Scrum Master | Scrum.org, 2021

Managing Jira Projects for Cloud | Atlassian, 2021

EDUCATION

Bachelor of Arts, Graphic Design | Chester College of New England, Chester, NH, 2010