

Karli Michael

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CERTIFICATIONS

Project Management Professional (PMP) | PMI Agile Certified Practitioner (PMI-ACP) | Advanced Certified Scrum Master (A-CSM) | Certified Scrum Master (CSM) | Certified Scrum Product Owner (CSPO) | AWS Certified Cloud Practitioner | Lean Six Sigma Green Belt

SKILLS

Project & Program Management | Stakeholder Support | Risk & Dependency Management | Agile | Scrum | Kanban | SDLC | Jira Administration | Confluence | Microsoft Office

EXPERIENCE

KnowBe4 - Clearwater, FL

Senior Program Manager / Senior Agile Delivery Manager | 2019-2026

- Led delivery across 3–4 concurrent cross-functional teams of 30+ members, orchestrating priorities, dependencies, risks, and delivery commitments across Product, Development, Design, and QA to ensure alignment with strategic business objectives
- Led quarterly project planning across 3–4 cross-functional teams, aligning business priorities, capacity, dependencies, risks, and delivery commitments with strategic objectives and stakeholder expectations
- Leveraged Jira and delivery dashboards to provide stakeholders with visibility into project health, capacity, risks, dependencies, and execution progress
- Analyzed project metrics, delivery trends, risks, and execution insights to provide leadership with clear visibility into performance, emerging issues, and opportunities for corrective action
- Proactively identified, communicated, and escalated delivery risks, issues, dependencies, and blockers, coordinating with Product, Development, Design and QA stakeholders to drive timely resolution
- Partnered with cross-functional teams to identify workflow bottlenecks and implement process improvements, reducing cycle time to less than 14 days and improving delivery predictability
- Facilitated cross-functional planning and alignment sessions to clarify requirements, prioritize initiatives, identify dependencies, and establish delivery commitments across multiple teams
- Led change adoption and Agile/SDLC coaching through knowledge-sharing sessions and presentations, driving consistent adoption of delivery practices and continuous improvement across teams

ConnectWise - Tampa, FL

Associate Project Manager | 2018-2019

- Managed project risks, issues, dependencies, and mitigation plans across cross-functional teams, escalating critical issues to stakeholders as needed
- Communicated project status, risks, dependencies, and key decisions to Product Management and stakeholders, providing clear visibility into project health and required actions
- Supported leadership governance by documenting key decisions, action items, owners, and follow-ups to maintain accountability and execution alignment
- Analyzed and reported project metrics, progress, risks, and issues to support project decision-making

EDUCATION

University of South Florida - Tampa, FL | B.S., Business Analytics & Information Systems