

# JOHN JAY GILLETT

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## PROGRAM DIRECTOR

Digital Advertising | Web Development | Mobile & Social Platforms

Client-facing leader with a deep background in program management. Establish and refine offshore practice to support scalable staffing model. Turn ideas into strategies and tactical plans by collaborating across disciplines on best paths to success. Proven expertise in managing technology, creative and commerce projects in an agency environment.

## KEY COMPETENCIES

Business Organization & Efficiency | Project Management | Offshore Strategy | Process Development & Education  
Reporting & Analysis | Effective Talent Management

## PROFESSIONAL EXPERIENCE

VML, Atlanta, GA

2015 - PRESENT

### Managing Director of Consulting

Lead Team of project managers and business analysts on wide array of client projects including energy, international shipping, Department of Defense, pharma and law.

- Lead multiple Sitecore implementations, overseeing technical requirements, development, creative, and training personnel.
- Responsible for day-to-day client interaction and financial reporting.
- Managing international resources to project completion.
- Lead for multi-brand solution on Navy.com and Navy Recruiting database, working across eight agencies servicing Department of Defense contract.
- Oversee multiple work streams from technology cutover including all hosting responsibilities and security audits, to creative, development, and social implementations including LinkedIn, Facebook, Instagram and Snapchat.
- Navigating financial nuances of government contracting and level of effort, as well as statements of work for government and military engagements.
- Established governance for multi-brand and multiple work streams to maintain visibility and promote accountability across all participants in the engagement.
- Completed security requirements for Military Clearance including SAR form and SF86 clearance.

Look-Listen, Atlanta

2014 - 2015

### Vice President, Delivery

- Created PMO for mid-tier agency.
- Established accurate resourcing tools measurable utilization reports for team of 40.
- Lead team to 100% time reporting accuracy.
- Implemented a shared resource model, taking an unmeasured resource pool to an 89% utilization trending over 3 months.

Razorfish, Atlanta

2013 - 2014

### Director, Global Delivery Center

- Responsible for global offshore operations support for a 30,000+ person agency, including the parent company and agency affiliates.
- Partner with business teams to identify and engage resources within agency process.
- Established directory and operations manual for 30+ international offices and regions.
- Managed international communications and timeline discrepancies.
- Created best practices guidelines for utilizing offshore teams identifying solutions appropriate to each location's expertise.

**Razorfish, Atlanta**  
**National Offshore Program Director****2011 – 2013**

- Worked with agency executives to establish a national offshore program
- Collaborated with offshore partners and sister company to establish practice centers aligned to North American work with a focus on AEM, mobile and quality assurance.
- Implemented and standardized communication tools and staffing documentation.
- Created international training program for technology initiatives along with delivery best practice for offshore and agency teams.

**Razorfish, Atlanta**  
**Offshore Program Manager****2009 – 2011**

- Developed a pilot offshore program for the agency.
- Guided delivery and client teams on best practices for offshore engagements.
- Managed offshore teams of 200+, including talent acquisition.
- Partnered with offshore leadership to create efficient process for creative production.
- Lead team of agency producers and project managers for all offshore production.

**Razorfish, Atlanta**  
**Senior Project Manager****2006 – 2009**

- Delivery lead for technical, e-commerce and creative projects with budgets up to \$3.5M.
- Lead business development teams through scoping process to create initial estimates.
- Wrote client SOWs, developed and maintained project plans and status reports.
- Managed project resources, timeline and budget within estimates and SOW requirements while maintaining profitable financial margins.

**Studiocom, Atlanta**  
**Project Manager****2005 – 2006**

- Primary client contact for day-to-day project communication on multiple accounts.
- Managed all project level tasks, including: setting up jobs in tracking system, tracking resource usage, managing milestones, identifying project risks and quality assurance.
- Participated in all phases of the project lifecycle including scope and analysis, functional requirements, development, testing and deployment.
- Assisted Client Partners with strategy development for clients and identified opportunities for additional business including e-marketing strategies and promotions.

**Definition 6, Atlanta**  
**Project Manager****1998 – 2005**

- Responsible for day-to-day project communication with multiple clients.
- Participated in all phases of the project lifecycle including scope and analysis, functional requirements, development, testing and deployment.
- Assisted Engagement Managers by identifying opportunities for additional business.
- Supported sales team by creating budget and scope for web site and software proposals