

MAYAS KNAIZEH

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PROFESSIONAL SUMMARY

IT project leader coordinating two of Showplace Cabinetry's largest concurrent technology transformations: a full ERP replacement and a robotics-driven manufacturing systems (MES) rollout. Owns delivery end to end, from vendor and stakeholder coordination to hands-on system administration, while aligning cross-functional teams and driving outcome. Equally comfortable running the program and configuring the platform, with deep Atlassian/Jira and IT service delivery expertise.

PROFESSIONAL EXPERIENCE

IT Project Coordinator

May 2024 – Present

Showplace Cabinetry

Sioux Falls, SD

- **ERP replacement:** Coordinate the full ERP migration end to end, owning vendor, stakeholder, and internal-team communication; Phase 1 is live running in parallel with the 20-year legacy system.
- **ERP system administration:** Serve as a system administrator for the new ERP in addition to coordinating it — configuring test and development environments, users, and permissions, and monitoring the servers that run engineering processing.
- **Manufacturing systems & robotics (MES):** Drive a parallel MES rollout enabling shop-floor robotics, conveyors, and automated storage now processing live production orders; coordinate an external consultant and multiple equipment vendors to keep install, commissioning, and data setup on schedule, increasingly taking workstreams in-house.
- **Agile delivery:** Introduced Agile/Scrum (Jira) and sprint-based delivery to the MES program (replacing Monday.com), building the project structure, workflows, and automation used to manage work across multiple vendors.
- **Cross-functional project leadership:** Own product roadmaps across IT, Sales, Marketing, Scheduling, and Manufacturing, coordinating multi-phase releases and a request-prioritization framework; drove release discipline that cut recurring production issues from ~60/day to near zero.
- **Recurring forums & standups:** Established a monthly cross-department triage and a bi-weekly IT standup to improve cross-team visibility and resolve issues before they escalate.
- **IT service delivery:** Led the helpdesk migration to Jira Service Management, cutting ~\$15K/year in tooling cost and building the SLA framework, request types, and automation; other departments have since requested their own buildouts.
- **Security, AI & technical support:** Expanding into cybersecurity (hardening, audits) and overseeing a cybersecurity intern; building AI initiatives including an internal RAG-based LLM and chatbot, plus deepfake demos for social-engineering training; serve as the helpdesk's primary escalation point across the new ERP stack, building Visio triage maps to keep the team self-sufficient.

Operations Manager

2015 – 2024

Sahara Arabic Grill

Barbados

- Ran daily operations of a family-owned restaurant for nine years — staffing, scheduling, supplier and vendor management, budgeting, and P&L-level decisions — building the operational discipline and stakeholder-management foundation now applied to IT project delivery.

CORE COMPETENCIES

Project Management & Delivery: Full project lifecycle, Agile/Scrum, risk and change management, multi-vendor coordination, MES/ERP implementation, stakeholder reporting and dashboards

IT Service Management: Incident, change, and problem management; SLA design and enforcement; escalation; PSA/ticketing systems

Platforms & Tools: Jira, Jira Service Management, Confluence, Monday.com, Microsoft 365 (Teams, Outlook, Office, Entra ID), Workflow Automation (Zapier, etc.), Visio, ERP / MES Administration, AI/LLMs, Virtualization (Proxmox, etc.)

EDUCATION

B.Sc., Computer Science

University of the West Indies, Cave Hill (Barbados) · 2022

B.Sc., Civil Engineering

University of the West Indies, St. Augustine (Trinidad) · 2015

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- CAPM / PMP — in progress
- Atlassian Jira & Jira Service Management — production administration and configuration (self-directed)

REFERENCES

Cornelius Timmerman

Lignum Consulting

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