Kyle Wickline

Project & Program Management

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Summary

Relationship-focused project manager who has taken work from first concept to launch for a museum, a national nonprofit, and a digital marketing agency. Keeps clients, creative teams, and technical staff on one plan through clear scope, steady communication, and follow-through. Promoted to lead at GreenHaven Interactive within a year. CAPM certified.

Project Management Skills

Delivery: Scope and schedule planning, work and production plans, budget-constrained delivery, quality assurance
People: Stakeholder communication, client relationships, cross-functional and volunteer coordination, mentoring
Process: Workflow design, intake and routing, automation, process documentation, status reporting, user research
Tools: monday.com (boards, automations, AI agents, forms), Trello, Notion, Miro, Lucidchart, Slack, Google Workspace, Zapier, Microsoft Excel, Tableau, Claude, Figma, WordPress, Squarespace, Kajabi, Mailchimp, HubSpot

Experience

GreenHaven Interactive | Tacoma and Seattle area — September 2025 – Present
Lead Digital Marketing Specialist (promoted September 2026); Digital Marketing Specialist (2025 – 2026)

- Earned promotion to lead within 12 months after building the systems the agency's content team now runs on.
- Coordinate cross-functional client projects among web developers, designers, and ad specialists, tracking owners and due dates in monday.com so work ships complete and on schedule.
- Designed a seven-stage delivery workflow for monthly client content (research, brief, draft, quality gates, human review, client review, publish and report), giving every deliverable a defined path and owner.
- Built a client request intake system: one form and an AI routing agent that files each request on the right client board, assigns the owner, and sets a four-business-day target.
- Developed AI workflows with quality gates for research, drafting, and reporting, cutting content production time by 25%.
- Mentor six specialists as a peer through recurring one-on-ones, logging commitments and follow-ups as dated tasks visible to leadership; onboard and train new writers and wrote the team's training materials.
- Lead quality assurance on outgoing work, serve as a primary client contact, and automated completed-task feeds from monday.com into client reporting dashboards.

Framework, for the Wing Luke Museum | Seattle — March 2025 – June 2025
Project Manager (Freelance); Teaching Assistant for the partnering UW Communication Leadership course

- Managed the full lifecycle of a public engagement project about the museum's historic Eng Family Homestead, from first concept to a live community event, delivered on time and on budget.
- Wrote the production plan: four program goals, five activations each scoped at good, better, and best levels to fit the time and budget, plus staffing, supply lists, and the client's deliverables and deadlines.
- Coordinated the museum, Framework, and the University of Washington graduate course whose students did the creative work, keeping everyone on one work plan tied to the museum's priorities.
- Planned event-day operations and oversaw 18 on-site volunteers.

U.S. Chamber of Connection | Seattle — April 2025 – September 2025
Program & Experience Designer (Freelance)

- Helped design and launch the Chamber's first paid membership program, which reached 80 paying members in its first two weeks and created new recurring revenue.
- Stood up three online courses in Kajabi with onboarding, assessments, member dashboards, and certification tracking, and set up the logistics for their live sessions.
- Integrated Heylo, Mailchimp, and Squarespace so membership, courses, and email ran from a single member record.
- Built segmented, automated email flows for volunteers, donors, and members from reusable modular templates.

Top Pot Doughnuts | Seattle — September 2019 – March 2025
Barista; led point-of-sale evaluation and staff training

- Audited a new point-of-sale system before its company-wide rollout and logged each issue with a proposed fix and priority; service time per transaction fell about 30%. Wrote staff training materials.

Earlier roles: HR Communications Coordinator, Associated Students of UW Bothell (2022 – 2023): led the Elections Administration Committee and hiring committees. Investigative Aide, WA Liquor and Cannabis Board (2021 – 2023).

Education, Certification & Community

Master of Communication in Digital Media, University of Washington, Seattle (user experience focus) — December 2024
Bachelor of Arts in Community Psychology, University of Washington Bothell — June 2023
Certified Associate in Project Management (CAPM), Project Management Institute — 2026
Community: Eagle Scout; Assistant Scoutmaster, Troop 114; Mt. Adams Leadership Camp counselor; Northshore Senior Center front desk.