

CRAIG BLACKMON

TECHNICAL PROJECT MANAGER | SOFTWARE IMPLEMENTATION | SaaS | CLIENT DELIVERY

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Professional Summary

Technology and project management professional with 20+ years of experience across database systems, technology operations, software implementation, technical support, training, and leadership. Experienced leading customer-facing technology projects from planning and requirements through configuration, testing, implementation, training, go-live, and post-launch support. Background includes SaaS/POS environments, SQL Server, Salesforce, Jira, software QA, hardware integration, data migration, and cross-functional project coordination. CAPM candidate with product management and project delivery experience and a strong record of translating technical requirements into practical solutions and building trusted client relationships.

Core Competencies

Technical Project Management • Software & Hardware Implementation • SaaS / POS Systems • Client Onboarding • Product Management • Customer Success • Technical Training • Requirements Gathering • Scope & Schedule Management • Risk / Issue Tracking • Cross-Functional Coordination • Agile Environments • QA / UAT • Data Migration • Process Improvement • Stakeholder Communication • Salesforce • Jira • Teamwork • Microsoft SQL Server • SSMS • Customer Enablement • Scalability

Professional Experience

vinSuite / Jonas Software | Napa, CA / Remote | Jun 2016 - Sep 2026

Technical Project Manager

Previously held roles: Product Trainer / Product Manager / Technical Support Specialist

- Managed end-to-end software and hardware implementation projects for newly acquired clients, coordinating project requirements, configuration, deployment, training, go-live, and post-launch support.
- Led client onboarding from kickoff through completion using Teamwork and Salesforce to track milestones, deliverables, communications, issues, and implementation progress.
- Coordinated onsite and remote installations involving Microsoft RMS, Microsoft SQL Server, proprietary vinSuite applications, custom modules, integrations, payment devices, printers, scanners, cash drawers, tablets, and related hardware.
- Partnered with engineering teams through Jira to document software defects, enhancement requests, customer requirements, and workflow improvements; tracked items through testing and resolution.
- Performed QA and release testing to validate functionality, identify defects, and support successful customer deployments.
- Developed and delivered remote and onsite technical training for POS, order management, and related systems, helping users adopt new workflows and technology.
- Managed the lifecycle and ongoing support of the legacy WineWeb product, including maintenance, updates, user support, and coordination of product improvements.
- Managed an average of 8–14 concurrent client implementation projects of varying size and complexity, supporting approximately 150 clients annually through implementation, onboarding, and deployment.
- Developed and refined implementation processes to streamline client onboarding and support more efficient deployments. Created a comprehensive knowledge base of customer-facing support and onboarding articles, providing clients with self-service resources and helping reduce reliance on direct support.

V. Sattui Winery | St. Helena, CA | Feb 2011 - Jun 2016

Director of SEO, Social Branding & Non-Retail Sales Management

- Directed SEO strategy, testing, analytics, and optimization initiatives to improve search visibility, website traffic, and online customer engagement.
- Monitored website analytics, search rankings, traffic patterns, and customer behavior to guide digital strategy and business decisions.

- Managed internet sales operations, online customer technical support, and database-related activities supporting e-commerce performance.
- Led social media branding and engagement initiatives and supervised the winery's Wine Futures sales program.
- Grew organic website traffic 100% and drove gains in search rankings, online revenue, and social media engagement without paid advertising.

V. Sattui Winery | St. Helena, CA | Nov 2009 - Feb 2011

Inventory Control & Theft Loss Manager

- Implemented and supported Microsoft RMS POS and inventory systems, including related hardware, pricing, margins, and inventory-control processes.
- Developed operating procedures and process documentation to improve inventory accuracy, controls, and consistency.
- Planned and executed quarterly physical inventories and investigated inventory discrepancies and loss-prevention issues.
- Developed and implemented an inventory management system that improved inventory accuracy and reduced shrinkage by approximately 15%, while strengthening loss-prevention controls to identify and curb internal theft.

V. Sattui Winery | St. Helena, CA | Feb 2005 - Nov 2009

Assistant Marketplace Manager

- Supported day-to-day marketplace operations, budgeting, financial reporting, staff scheduling, training, and customer service.
- Scheduled and supported teams of up to 30 employees and conducted monthly and yearly performance evaluations and employee development.
- Created training programs, proposals, and supporting materials to strengthen consistency and service delivery.

Technical Projects

Home Network Infrastructure | Personal Lab | 2022–Present

- Deployed and administer a Netgate 2100 running pfSense+ as the primary firewall and router for a multi-service home network.
- Designed VLAN segmentation to isolate servers, NAS storage, and general-use devices, with firewall rules controlling inter-VLAN traffic.
- Configured VPN remote access and applied firewall hardening practices to secure externally exposed services.

Self-Hosted Storage & Web Services | Personal Lab | 2022–Present

- Integrated a UGREEN NAS into the segmented network for centralized storage and self-hosted services.
- Deploying containerized applications with Docker, including small self-hosted websites / Portainer and popular self hosted apps, with a focus on secure network exposure.

Game Server Administration: Baysic Survival Gaming (BSG) | Founder & Server Administrator | 2022–Present

- Operate four+ DayZ PvE servers on a dedicated high-spec host, managed through CFTools Architect.
- Configure and maintain server environments by editing XML and JSON configuration files for gameplay, economy, and mod settings.
- Built and manage the community's Discord infrastructure, including organized channels, moderation bots, and honeypot-based bot detection (RaidProtect).
- Handle ongoing updates, troubleshooting, and uptime for an active player community.

Certifications & Professional Development

- Certified Associate in Project Management (CAPM), Project Management Institute (PMI) | In progress, expected Dec 2026
- Google IT coursework/certificates: Technical Support Fundamentals (2020); Computer Networking (2020); Operating Systems and You: Becoming a Power User (2021); System Administration and IT Infrastructure Services (2021); IT Security: Defense Against the Digital Dark Arts (2021)

- Web Design - Udemy (2019) | HTML Fundamentals - Sololearn (2019) | Code180 Workshop - Code180 (2020)
- LinkedIn Learning: Demystifying ChatGPT and Generative AI (2024); Nano Tips to Increase Productivity and Focus (2025); Creating a Meeting Agenda (2025)

Education

Colorado Technical University | Coursework in Information Technology | 2017-2022

Additional coursework in Application Programming | 2017
