Jennifer A. Zanieski

Director of Technology User Experience

Atlanta
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Jennifer is an experienced information technologist with more than 20 years of experience in the legal industry. As director of technology user experience, Jennifer is responsible for leading the design and delivery of efficient systems to enhance end-user experience and satisfaction.

OVERVIEW

Jennifer's experience in the legal industry has focused entirely on the end-user experience in training, support, and design of enterprise applications. Most recently, she led a desktop/laptop deployment of more than 2,000 devices with Windows 10, Office 365, and more than 30 upgraded applications. This technology platform ensures that the firm will always be using the latest Microsoft products and that important security/software updates will be installed even if the devices are off the firm's network.

Jennifer is an active member in the International Legal Technology Association (ILTA) and was awarded the ILTA 2018 Distinguished Peer Award for Technology Training or Support Professional of the Year.

AWARDS

- Director of IT User Support Jennifer Zanieski honored with ILTA's 2018 Technology Training or Support Professional of the Year Award.

PROFESSIONAL/COMMUNITY INVOLVEMENT

- International Legal Technology Association (ILTA)

PROFESSIONAL EXPERIENCE

- Director of technology user experience, Troutman Pepper Locke LLP, 2025-present
- Director of enterprise applications & IT support, Troutman Pepper Hamilton Sanders LLP, 2018-2024
- Senior enterprise applications manager, Troutman Sanders LLP, 2011-2018
- Application services manager, McKenna Long & Aldridge, 2005-2011
- Training and support manager, McKenna Long & Aldridge, 1998-2005

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- Training and support analyst, Alston & Bird, 1997-1998

EDUCATION AND CERTIFICATIONS

EDUCATION

- Rochester Institute of Technology, M.S., 1992, career and human resource development
- State University of New York at Buffalo, B.A., 1990, industrial psychology

SPEAKING ENGAGEMENTS

- Taming the Windows as a Service Beast – A Blueprint for Ongoing Success, August 2019.
- Office 365 Implementation and Deployment (Office 365 Series, Part 2 of 3), August 2018.
- A Taste Test: The Many Flavors of Microsoft Office, August 2018.
- “Effective E-learning Solutions,” ILTA Annual Conference, August 2011.
- “PDF Tools,” ILTA Annual Conference, August 2011.
- “Remote Support Applications,” ILTA webinar, July 2017.
- “O365: On-Premises, Hybrid or Cloud?,” ILTA webinar, May 2017.
- “Windows 10 Peer Discussion,” ILTA webinar, November 2017.