Jennifer Shea Knox

eMerge Director of Information Governance

Advisory Services

Charlotte

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OVERVIEW

Jennifer is an eDiscovery and data management strategist with extensive experience utilizing technology to solve legal, compliance, and other complex business problems. With a pragmatic approach, she delivers innovative solutions that reduce enterprise risk and operational costs for clients. Her experience spans the entire Electronic Discovery Reference Model (EDRM) and includes specialized knowledge in Microsoft 365 (M365) Purview eDiscovery, and Data Lifecycle Management.

Through her strategic initiatives and hands-on approach, Jennifer has consistently helped clients streamline their eDiscovery processes, improve data management practices, and achieve cost savings. Her emphasis on building comprehensive data management programs, including data mapping, information retention, and secure classification has been instrumental in mitigating risks and enhancing operational efficiency for her clients.

Jennifer is a recognized thought leader and speaker, frequently conducting webinars and in-person sessions on topics such as AI adoption, evolving electronic documents, and best practices for managing eDiscovery in Microsoft 365. Her ability to communicate complex technical concepts to both technical and non-technical audiences has made her a trusted advisor in the industry.

TOP AREAS OF FOCUS

- eDiscovery + Data Management

PROFESSIONAL EXPERIENCE

- Consilio, LLC, director, advisory consulting, 2018-2025
- Consilio, LLC, director of operations, 2015-2018
- Bank of America, senior vice president, legal technology, 2011-2015
- Bank of America, vice president, eDiscovery service delivery and operations manager, 2005-2011

EDUCATION AND CERTIFICATIONS

EDUCATION

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- Boston College, B.S., business administration and management information systems

SPEAKING ENGAGEMENTS

- Speaker, “Navigating the New Data Frontier: Information Governance and eDiscovery for Microsoft Teams and Copilot,” Troutman eMerge, May 21, 2026.
- Speaker, “The AI You Forgot You Paid For,” The Masters AI Conference, TED Talk Lightning Rounds, March 6, 2026.
- Speaker, “Optimizing Your Microsoft 365 Data Footprint: Harnessing Purview Data Lifecycle Management,” Troutman Pepper Locke, October 16, 2025.
- Speaker, “Microsoft 365 eDiscovery: A Technical Deep Dive,” Troutman Pepper Locke, June 26, 2025.
- Speaker, “Microsoft 365 eDiscovery Updates: Legal and Technical Developments,” Troutman Pepper Locke, June 5, 2025.

PUBLICATIONS

- Co-author, “Introducing eMerge 365: Defensible Governance for Microsoft 365,” *Troutman Pepper Locke*, July 27, 2026.
- Co-author, “Imminent Change to Microsoft Teams Private Channel Storage,” *Troutman Pepper Locke*, September 16, 2025.
- Co-author, “Microsoft 365 eDiscovery Updates,” *Troutman Pepper Locke*, June 12, 2025.