

Greetings,

I'm interested in complex global challenges around technology and access to information, and I've been supporting mission-driven organizations since 2001. I continuously strive to build products and services that *make a positive difference*, with several large-scale redesign and refactoring website projects delivered for national and international organizations and government agencies. Past roles include:

- **Director of digital products** - develops roadmap and shares workflow for creating new digital products
- **Strategic integrator** - understands and aligns needs of client, partners, internal team, technology resource people and products, and policy/content managers in order to support a successful outcome
- **Engineering manager** - manages workflow for groups of 5-10
- **Data architect** - responsible for database requirements (in conjunction with client), user pathways, database design, optimization, and modeling, and "big-picture" thinking about client requests to tickets
- **Project lead** - communicative, patient, timeline-oriented, manages teams
- **Product manager** - functional specifications, wireframes, user pathways, analytics and reports
- **Full stack developer** - PHP/mysql since 2001, Drupal since 2008, Agile/scrum since 2012
- **Advisor** - technical advice to non-technical people for new projects, sold one project

My overall career plan has been a continuous improvement on processes to build and align teams, gain clarity and be effective in reducing inefficiencies. My particular focus is on supporting national and global teams that do a combination of: offering connections and resources, building community through running action campaigns, evaluating submissions to competitions through a judging or evaluation process, and overall marketplaces to connect different groups, i.e. founders with investors.

My routine typically includes:

- A) **discussing**: explaining/understanding client and organizational needs
- B) **specifying**: clarifying what is the problem, researching, suggesting various solutions to fit budgets
- C) **managing**: directing flow of scrums, specifying tickets, reviewing work, sign-off, flagging issues
- D) **producing**: implementation / wire-framing / database architecture / pilot project creation and delivery
- E) **communicating**: presenting results, sharing analytics, supporting team and clients

Career highlights:

- October 2017 - present: Course faculty, Nonprofit Technology Network (NTEN) for Nonprofit Technical Professional Certificate - "Develop Good Data Practices" and "Building a Culture of Diversity and Inclusion"
- June 2016 - present: Digital director for GreenAmerica.org redesign (\$215k Drupal 8, 16% increase in direct visits, 80% increase in referral visits, 39% increase in email signups, 1 million annual users)
- January 2016 - May 2018: Database architect / lead engineer for GistNetwork.org redesign, US Department of State-funded international entrepreneurship challenge for Global Entrepreneurship Network (\$560k Drupal 7)
- May 2014 - December 2016: Team lead for platform redesign of Changemakers.com offering competitions and resources in global social enterprise (\$180k Drupal 7, 85k monthly users)
- 2004-2014: Principal producer over 10+ years of working with public agencies, membership groups, and businesses (240+ websites in Drupal 6 and 7, PHP/LAMP stack)
- 2001: Core team, Odyssey Internet Treks, team leader to Mexico pilot, visiting 35 countries in 18 months, creating educational K-12 curriculum content online
- Written three trade ebooks on building community through website engagement strategies, and I also blog, post articles, and speak on panels, videos, and podcasts



Please email me at monicaflores1@gmail.com, or call my direct cell 858-249-8773 if this sounds like a good fit. Sincerely, Monica S. Flores

OVERVIEW

- + **Mission:** to build community, foster connectedness, & use my tech skills to create a better world
- + **Unique skill:** translating business process needs into effective solutions, building measurable features to solve pressing problems, communicating across and within teams to drive long-term initiatives
- + **Turns ideas into reality:** clarifies needs, develops plans, tests assumptions, implements production
- + **Drives progress:** understands goals, leads efforts, tracks schedules, explains documents
- + **Manages teams:** builds cohesion around a shared goal, breaks down process, drives delivery

DIGITAL EXPERIENCE

Director of Digital Products, Green America (Washington, DC) June 2016 - present

Consolidates all existing websites and builds out a new platform to manage the organization's digital properties, including quarterly magazine, print publications, a national network of green businesses, and several content-focused sites (\$215k Drupal 8, 16% increase in direct visits, 80% increase in referral visits, 39% increase in email signups, 110k monthly users)

- Leads in-house ongoing web needs, with access to and oversight of external contractors
- Works with staff to maximize SEO and stakeholder engagement
- Synthesizes needs & requirements from internal/external stakeholders into cohesive product roadmap
- Ensures that internal stakeholders have support to successfully learn and use digital technologies
- Responsible for budgeting for technology needs as well as tracking expenses to budget
- Manages external resources and timelines to balance requirements against ROI
- Pulls together input from users, executive leadership, staff with content expertise, and online communications team, and turns these into a thoughtful and coherent vision and strategy for digital

Drupal 8, Agile, Salsa, Raiser's Edge, Charity Engine, Wordpress, ActOn, Joomla, Google Sheets/Analytics/Maps, Pantheon, Git, Sublime

Lead Software Engineer (Consultant), GIST Network (Washington, DC) January 2016 - May 2018

Identified and specified all architecture and technical features for a redesigned platform to support international entrepreneurship, funded by the U.S. Department of State (\$560k Drupal 7, 8000+ users)

- Worked with former providers to identify and specify unified fields from a legacy platform to Drupal 7
- Specified architecture and implementation for competition, competition entries, bootcamp participants, events, pages, resources, organizations, and informational posts
- Documented and assigned user roles and permissions
- Set scrum goals and led development
- Provided feedback and guidance to 6-person engineering team during buildout
- Worked with both the end client and the development team to deploy a working redesigned site and new features inside a tight timeframe

Drupal 7, Agile, ActiveCollab, Balsamiq, Pantheon, Acquia, Git, SFTP, Sublime

Product Team Lead, Ashoka Changemakers (Arlington, VA) February 2014 - December 2016

Led team for redesign and refactoring of a Drupal 7 site, implemented scrum for 3-person team, supported 40+ coordinators, managers, operations, & exec. leaders (\$180k Drupal 7, 85k monthly users)

- Identified functional specifications, evaluated potential solutions, installed/wireframed/themed site
- Views, content types, reports, documentation, and training for multiple levels of users

Firebug, Analytics, Slack, Jira/Fisheye, Confluence, SequelPro, drush, Sublime, Git, TeamworkPM, Skype, Hangouts, PHP/mysql, Google Drive, UXPin, LucidChart, Salesforce, Pantheon, Trello, Assembla, localization/translation

Managing Director, Principal Web Developer 10K Webdesign (HI and CA) July 2004 - January 2014

Lead developer, producer, coder, liaison on 240+ websites for clients like SOCCOM Princeton (research group, \$23m 5-year budget), Castro Valley Sanitary District (government, \$11m annual budget), West Contra Costa Integrated Waste Management Authority (public agency \$4.5m annual budget)

- Client-facing manager: Identified process, developed standard operating procedures, created workflow
- Full stack Drupal developer: produced all database architecture, code, installation, build out, themeing
- Managed project milestones, kept contractors and overall team on track, ran scrums
- Worked with clients to determine business process and needs, scoped projects, deliverables, specs
- Organized DrupalCamp Hawaii 2011

LAMP stack, Cloudflare, ApacheSolr, Acquia, Views, Panels, Entity, EntityReference, Bootstrap, CKEditor, Media, Calendar, GMap, Location, Feeds, Chaos Tools, Token, Pathauto, Webform, jQuery Update, Google Analytics, Rules, Features, Context, Integrations: Firebug, Analytics, Slack, Jira/Fisheye, Confluence, SequelPro, drush, Sublime, Git, TeamworkPM, Skype, Hangouts, PHP/mysql, Google Drive, UXPin, LucidChart, Salesforce Integrations, Pantheon, Trello, Assembla, localization, Open Graph (FB Login, OneAllSocial), Twitter API, MailChimp, Salesforce, Wild Apricot, Google Maps API, Analytics, PCI, Authorize.net, PayPal, SSL, AJAX, JQuery, PEAR, AddThis, CK Editor, TinyMCE, Vimeo, YouTube, vCard, Sitemaps, RSS, Google, Amazon Catalog Search, Wordpress, Joomla, ActOn, Charity Engine, Raiser's Edge, Salsa, HTML/CSS, agile/scrum method

OTHER EXPERIENCE

Advisor, MAAN Softwares (January 2017)

Early collaborator and advisor to 30-person offshore web design and development team

Founder, A Successful Woman (San Diego, September 2006, sold February 2012)

Created and wrote for revenue-generating blog 10,000 users/month

Policy Analyst, JMPT Consulting Inc. (San Francisco, August 2001 - July 2004)

Managed 18-month outcomes-based evaluation, strategic planning, and technology project for San Francisco County Department of Children, Youth, & Their Families, supported 100+ community-based organizations, 35 subcontractors, 3 partners

Program Coordinator, World Trek for Service and Education (September 1999 - June 2001)

Travelled to 35+ countries developing K-12 educational curriculum for e-learning blog

Multimedia Software Developer, Opus Technologies (San Diego, January 1996 - August 1998)

Designed, developed, edited, did QA, and wrote documentation for SBIR Phase I and II Braille projects
Created musical examples using MIDI files and created WinHelp clickable digital books:

New International Manual of Braille Music Notation, How to Read Braille Music, Primer of Braille Music

COMMUNITY INVOLVEMENT

Female Founders Network, networking group (2015-present), 710+ participants, 5200+ Facebook

Girl Scouts Troop Leader (2013-present), background-checked volunteer, led 5 troops, Grades K-5

STEM Daisies, Increasing STEM women's visibility through videos (2014-present)

Parent Teacher Student Association, Mesa Verde Middle School (2012-2014, V.P. Programs 2012)

Governing Board & Interim Executive Director, Asian Pacific Americans for Progress (2004-2005)

B.S. Dept. of Agricultural & Biological Engineering, Cornell University (1994)