Monica S. Flores

CERTIFIED SCRUMMASTER® & TECHNICAL PROJECT MANAGER, 15 YEARS LAUNCHING WEBSITES

- **Turns ideas into reality:** clarifies needs, develops plans, tests assumptions, implements production
- **Drives progress:** understands goals, leads efforts, tracks schedules, explains documents
- **Manages teams:** gathers cohesion around a shared goal, breaks down processes, drives delivery

TECHNICAL EXPERIENCE

Technical Project Manager, Lullabot, Remote-only: 07/2019 - present

Enterprise web projects for large-scale, award-winning projects
(contracts worth $1.75m, 5m+ visitors annually, 2021: Pantheon "Impact Award")

PROJECT MANAGEMENT, SCRUM, AGILE

- Writing requirements as specifications, user stories, or tickets
- Managing scope, deliverables, schedules, and team resources
- Leading sprint check-in calls for each project
- Scheduling and leading sprint reviews
- Planning meetings, tending the ticket queue and managing task lists
- Communicating with clients
- Keeping projects on track and moving forward
- Helping to write / assemble new project proposals and statements of work
- Estimating and staffing projects
- Meeting with clients
- Pursuing and growing development partnerships
- Coordinating project launches
- *User stories, functional specifications sheets, product maps, digital presentations, Agile, Drupal 8, Jira, Trello, teams of 6-15*

Director of Digital Products, Green America, Washington, DC: 06/2016 - 07/2019

Consolidated & built out digital platform for network ($215k budget, 49% visitor increase)

DEVOPS, DATABASE STRUCTURE, DATA IMPORT, SECURITY, SITE RELIABILITY

- Leading in-house ongoing web needs, with access to and oversight of external contractors
- Working with staff to maximize SEO and stakeholder engagement
- Synthesizing needs & requirements from stakeholders into cohesive product roadmap
- Ensuring that internal stakeholders have support to successfully learn and use digital technologies
- Budgeting for technology needs as well as tracking expenses to budget; Managing external resources and timelines to balance requirements against ROI
- Pulling together input from stakeholders to create a thoughtful and coherent digital vision & strategy
- *Shipped code, user personas, sketches, functional specifications, database design, Agile, Drupal 8, Charity Engine, Wordpress, ActOn, Joomla, Google Sheets/Analytics/Maps, Pantheon, Git, Sublime, HTTPS, PCI Compliance, Office, Trello*

Software Engineer, GIST Network, Washington, DC: 01/2016 - 05/2018

Specified architecture, technical features for U.S. Dept. of State platform ($560k, 8000+ users)

DEVOPS, DATABASE STRUCTURE, PROGRAM MANAGEMENT, PRODUCT MANAGEMENT

- Identifying and specifying unified fields from a legacy platform to Drupal 7
- Creating and implementing architecture
- Documenting and assigning user roles and permissions
- Setting scrum goals and leading development
- Providing feedback/guidance to 6-person team
- *Shipped code, lucid chart diagrams, layouts, functional specifications, database maps, Agile, Drupal 7, Slack, ActiveCollab, Balsamiq, Pantheon, Acquia, Git, SFTP, Sublime*

Product Team Lead, Ashoka Changemakers, Arlington, VA: 02/2014 - 12/2016

Led team for redesign and refactoring of a web platform ($180k budget, 85k monthly users)

DATABASE ARCHITECTURE, PROGRAM MANAGEMENT, PRODUCT MANAGEMENT

- Identifying functional specifications, evaluating potential solutions
- Installing, wireframing, and themeing site;
- Creating reports, content types, roles/permissions, documentation, trainings
- *User stories, Drupal 7, Jira/Fisheye, Confluence, SequelPro, drush, TeamworkPM, localization*

Project Manager/Web Developer, 10K Webdesign, HI and CA: 07/2004 - 01/2014

Lead developer, producer, coder, liaison, manager on 240+ website redesigns and new website launches for clients like SOCCOM Princeton (research lab), Castro Valley Sanitary District (government), West Contra Costa Integrated Waste Management Authority (public agency)

DATABASE ARCHITECTURE, PROGRAM/PRODUCT MANAGEMENT, CLIENT MANAGEMENT

- Client-facing: identifying process, developing standard operating procedures & workflow
- Full stack Drupal developer: producing database architecture, code, installation, build
- Managing project milestones, keeping contractors and team on track, running scrums
- Working with clients to determine business process and needs, projects, deliverables
- Organizing and presenting at DrupalCamp Hawaii 2011
- *Drupal 6, Twilio, Rundexter, Cloudflare, ApacheSolr, Acquia,Views, Panels, Entity, EntityReference, Bootstrap, CKEditor, Media, Calendar, GMap, Location, Feeds, Chaos Tools, Token, Pathauto, Webform, Analytics, Rules, Features, Context, Firebug, Analytics, Slack, Jira/ Fisheye, Confluence, SequelPro, drush, Sublime, Git, TeamworkPM, Skype, Hangouts, PHP/ mySQL, Google Drive, UXPin, LucidChart, Salesforce, Pantheon, Trello, Assembla, Open Graph, Twitter API, MailChimp, SalesForce, Wild Apricot, PCI, Authorize.net, PayPal, SSL, AJAX, JQuery, PEAR, AddThis, CK Editor, TinyMCE, Vimeo, YouTube, vCard, Sitemaps, RSS, Amazon Catalog Search*

OTHER EXPERIENCE

- **Founder, A Successful Woman**
  San Diego, CA: 09/2006 - 02/2012
  Creating and writing for revenue-generating blog 10,000 users/month, built Drupal 6/7
- **Governing Board Member, Interim Executive Director, APA for Progress**
  San Francisco, CA: 01/2004 - 12/2005
  Building infrastructure for advocacy group, coordinating nationwide student training
- **Policy Analyst, JMPT Consulting Inc.**
  San Francisco, CA: 08/2001 - 07/2004
  Evaluating Dept. of Children, Youth, & Their Families, 100 organizations, 35 staff

SPEAKER / PRESENTER

- DrupalCon (2021)
- Women in Tech World Series (2021)
- Tech Rebalanced (2019 and 2021)
- Women Who Code (2020)
- Wonder Women Tech (2020)
- DrupalCon Nonprofit Summit (2020)
- Lesbians Who Tech Pride Summit (2020)
- Women in Tech Summit (2020 Mid-Atlantic)
- Global Entrepreneurship Week (2019 DC)
- Women in Tech Summit (2019 Raleigh)
- Global Entrepreneurship Congress (2019)
- DC Startup Week (2017)
- STEEAMnista NYC (2016)
- DC Startup Weekend (2016)
- Net2DC (2016)
- DC Web Women (2015)
- Women in Tech Summit (2015 Philadelphia)
- DrupalCamp (2011 Hawaii)

COMMUNITY INVOLVEMENT

- **Campbell Elementary School PTA: VP Programs** (2019 - 2020, 2020 - 2021)
  Led programming for school community
- **Green America Board Member** (2018 - 2021)
  Diversity, Equity, and Inclusion Committee (2019 - 2020)
  Fiduciary responsibility & board duties for national non-profit membership organization
- **NTEN, NTENny Awardee** (2018 and 2019)
  Awarded to technologists going "above and beyond"
- **Female Founders Network** (2015 - present)
  Networking group with 1200+ participants in LinkedIn
- **Girl Scouts Troop Leader** (2013 - present)
  Background-checked volunteer, led 5 troops Grade K-5, San Diego, CA & Arlington, VA

EDUCATION

B.S. Environmental Systems Technology 1994
Dept. of Agricultural & Biological Engineering, Cornell University