

November 14, 2018

Greetings,

I'm interested in complex challenges on a global level 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 projects delivered for national nonprofits, government agencies, and community groups. 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, leads scrums
- **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 routine typically includes:

- A) deep discussion re: overall requests, as well as explaining/understanding client / organizational needs
- B) specifying functionality and architecture: clarifying what can be done and suggesting solutions
- C) managing: directing flow of scrums, specifying tickets, reviewing work, sign-off on incremental builds
- D) producing: implementation / wire-framing / database architecture / pilot project creation
- 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, 110k monthly 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)
- 2000: Policy analyst as part of a project to evaluate all community-based organizations serving children, youth, families for the City and County of San Francisco (\$750k)
- 2001: Core team that launched the Odyssey Internet Treks by leading a pilot Mexico visit and traveling to 35 countries for 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

I am interested in connecting over your digital projects. My focus is on improvement via redevelopment/refactoring, and on leading digital buildout for teams that are making a measurable positive difference. Please contact me if this sounds like a mutual fit at my direct cell (keep private) #858-249-8773.

Sincerely, Monica S. Flores

