Monica S. Flores   **monica.flores@lullabot.com**

Certified ScrumMaster(™) and technical project manager. 15 years developing websites and digital tools.
- **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

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TECHNICAL EXPERIENCE

Technical Project Manager, Lullabot *(Arlington, VA) July 2019 - present*
Managing enterprise web projects for large-scale, award-winning projects including IBM ($800k budget)

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 and 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

Director of Digital Products, Green America *(Washington, DC) June 2016 - July 2019*
Consolidated & built out digital platform for member network ($215k budget, 49% increase in visitors)

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

Lead Software Engineer, GIST Network *(Washington, DC) January 2016 - May 2018*
Specified architecture and technical features for platform for U.S. Dept. of State ($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) February 2014 - December 2016*
Led team for redesign and refactoring of a web platform ($180k budget, 85k monthly users)

Database architecture, Program Management, Product Management
  • Identified functional specifications, evaluated potential solutions, installed/wireframed/themed site;
  • Created reports, content types, documentation, user stories, roles/permissions, trainings

Drupal 7, Jira/Fisheye, Slack, Confluence, SequelPro, drush, Sublime, Git, TeamworkPM, Trello, localization

Project Manager & Web Developer, 10K Webdesign *(HI and CA) July 2004 - January 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 Management, Product Management, Client Management
  • Client-facing manager: Identified process, developed standard operating procedures & workflow;
  • Full stack Drupal developer: produced database architecture, code, installation, build out, themes;
  • Managed project milestones, kept contractors and overall team on track, ran scrums;
  • Worked with clients to determine business process and needs, scoped projects, deliverables;
  • Organized and presented 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, Sep 2006, sold to new owner Feb. 2012)*
Created and wrote for revenue-generating blog 10,000 users/month, built on Drupal 6/7

Governing Board Member, Interim Exec. Dir, APA for Progress *(San Francisco, Jan 2004 - Dec 2005)*
Built infrastructure for advocacy group, coordinated planning for nationwide student training program

Policy Analyst, JMPT Consulting Inc. *(San Francisco, Aug 2001 - Jul 2004)*
Support team for evaluation of Dept. of Children, Youth, & Their Families, 100+ orgs, 35 subcontractors

Program Coordinator, World Trek for Service and Education *(Sep 1999 - Jun 2001)*
Travelled to 35+ countries developing K-12 curriculum, two 1500-word articles per week for 18 months

COMMUNITY INVOLVEMENT

Green America: Board Member (2018- current), Diversity, Equity, and Inclusion Committee (2019-2020)
NTENny Awardee: Awarded to nonprofit technologists going "above and beyond" by NTEN (2018, 2019)
Female Founders Network, networking group (2015-present), 1000+ participants in LinkedIn Group
Girl Scouts Troop Leader (2013-present), background-checked volunteer, led 5 troops, Grades K-5

B.S. Environmental Systems Technology, '94
Dept. of Agricultural & Biological Engineering, Cornell University