CHRISTIA J. TROYER

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GitHub.com/chri5tia | StackExchange | LinkedIn

- 20+ Years full stack web development
- 10+ Years troubleshooting end user and developer issues on various web technologies
- 6+ Years in nonprofit sector, serving in IT, financial and administrative positions
- Motivated self-starter, well-rounded in work and lived experience; resourceful and creative

EXPERTISE

Drupal 7/8/9 front and backend development, updates and migration • Navigating and working in each layer of LAMP stack • CiviCRM upgrading, integration and administration • E-commerce and fundraising platform implementation • Working in distributed/cloud hosting environment and other sysops • Communicating technical concepts to a variety of audiences • Application and Cloud hosting technical support and administration

TECHNOLOGY SUMMARY

Languages | Linux, HTML, CSS, PHP, JavaScript, Bash, JSON, jQuery

Systems and Platforms | Unix/Linux, Apache, OS X, Chrome OS, Android, Windows, Amiga, Commodore 64, Gluster, memcache, AWS

Databases | MySQL, FileMaker, Open Office Base, Solr

Software, Utilities, APIs and Third Party Integrations | Drupal, CiviCRM, GIT, drush, composer, cron, Authorize.net, Classy, BigCommerce, Uber Cart, Zen Cart, MIVA Merchant, SpamBot, Captcha, Google apps suite, Quickbooks, PayPal, Google Analytics, LiveChat, ShareThis, AMPPS, SumoLogic, New Relic, Domo, SignalFX, Cloudflare, implementation of various software and tooling across systems locally and remotely

Development Tools & Methodology | LAMP stack with command-line interface GIT version-control for code and database configs; composer, node and homebrew to manage package dependencies and open source code, multi-stage deployment and testing on local and remote environments; file proxy to manage assets on non-production applications, bash scripting for consistent and streamlined processes; open source, community-driven APIs and plugins; swarm, SCRUM and sprint approach to workflow

Design Approaches | Mobile-first, accessibility standards, real-world UX considerations, uniqueness, and a less-is-more philosophy of elegance

Workflow Management | JIRA, GitHub, Slack, Trello, Toggl, BaseCamp, Google Suite, ServiceCloud, Zendesk

Protocols | SSH, DNS, FTP, HTTP, HTTPS, SOAP, SMTP, MIME

RELEVANT EXPERIENCE

CivicActions | *Using Agile and DevOps, open source software, and human-centered design to elevate government digital services.*

Backend Drupal Developer, VA.gov Modernization Project, 2022 to present

- Collaborate with a fleet of engineers, designers, and product managers from multiple agencies and the Department of Veterans Affairs to to support a portfolio of content-driven products on VA.gov.
- Using agile methodologies, local development workflow with git and Docker tools, peer programming and code reviews, design, communicating design decisions on content models, update or extend Drupal modules, views and configurations
- Optimize editor experience for enterprise Drupal sites with 1000+ editors.
- Lead discussions and documentation of editor workflows, permissions architecture, navigation, and other systems.
- Write and update ticket user stories, acceptance criteria, implementation notes, risks/assumptions.

Acquia | *The leading enterprise Drupal cloud platform*

Support Engineer, 2019 to 2022

- Front-line support to resolve customer issues with
  - Drupal application errors, best practices, config and dev strategy, application extension and debugging
  - Managed cloud hosting issues and questions regarding performance, memory allocation and PHP procs, traffic, caching, varnish, nginx, DNS, SSL certs, gluster, cron, code repo, system tasks and services, etc.
  - integration of Acquia proprietary software
- Deployment of customer solr configsets and VCLs
- Writing, editing, updating or reviewing documentation on Drupal application best practices and Acquia cloud platform recommendations and more
- Training support engineers, leading group solves/swarms, coordinating with DevOps, product and other teams

FosterClub - Seaside, OR | *National non-profit foster care advocacy and education network*

Web Developer and IT Specialist, 2016-2018
Finance and Office Administrator, 2012-2016

Recent accomplishments:

- Worked with executive director and communications manager to rebuild organization's website from the ground up, playing the role of project manager and developer, performing all back-end and front-end development and operations, utilizing custom and contribution modules and standard APIs according to mockups and specifications, participated in brainstorming and planning; site currently has over 120,000 registered users and growing
  - **Utilized Drupal CMS and CiviCRM on LAMP stack** architecture, SSO technology and customized Bootstrap responsive theme, with emphasis on secure, mobile-friendly, cross-population UX and SEO
  - **Developed** website features such as online training platform, user-contributed resource directory, exclusive membership portal, content-sharing partner project mini-site capabilities
  - **Integrated** and customized features such as Q&A forum, multi-user blogging, donation and

membership capture, peer-to-peer fundraising platform, e-commerce solution, chatbot and spam protection
- ○ **Migrated existing data** including content, user accounts, CRM mailings and data from previous websites; systemized and oversaw post-migration clean up for thousands of articles
- ○ **Maintained security** implementations, monitoring and timely responses
- ○ **Performed updates** and version upgrades to CiviCRM and extensions, CMS platform and plugins, server operating system, and scripting and command languages
- ○ **Configure and manage** Debian VPS hosting server for test and production sites
- ○ **Administered technical training and support** to personnel in the use of integrated CRM features and website's administrative UI; performed end-user support, trained and oversaw small helpdesk team; domain-based user email accounts and MX records
- Managed, trained, and assisted with intern-candidate interviews and selection process for non-technical programs
- Provided ongoing assistance to finance department, one-on-one non-technical mentoring for organization's program beneficiaries, and served on fundraising team

BigDomainHost and Domain Registrare - Holland, MI | *Web hosting, domain registration and web development solutions*

Web design administrator, 2004-2006

Administration, technical support, back-end and front-end development, DevOps, DNS and MX records, website and email hosting/cloud systems integration, e-commerce site building and theming, translating and execution of sales orders to finished product, setting up hosting and email accounts, working directly in the field with client data collecting, discovery, and training, photography, typography, copy editing and visual design work.

Contracting Work | *Freelance Digital Solutions*

Web Design and Development, 2001 - Present

More recently including Drupal 7 and Drupal 8 development, migration and integration, e-commerce, security updates, CiviCRM upgrades, photography, UX design, architecting, client interviews, domain registration and DNS, MX records, sales and more.

OTHER PROFESSIONAL OR VOLUNTEER EXPERIENCE

Barista, baking, bartending, waitering, catering, acting, 68W healthcare specialist in the Kansas Army National Guard, book store owner operator, Clatsop County Search and Rescue

HUMAN INTERESTS

Photography • Genealogy • Performing Music • Baking • Camping/Backpacking • Gaming • My Dog Loki