

Chris Johnson

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Areas of expertise

- SCRUM methodology and Continuous Integration
- Vendor selection + contract negotiations
- Infrastructure planning, management, and migration
- MVP prioritization, building, and growth planning
- Member of CTOs for Good, a network of nonprofit CTOs

Experience

Crisis Text Line / Founding CTO

FEBRUARY 2013 - PRESENT, NEW YORK, NY

Built core team, tooling, and platform from the ground up to support a distributed volunteer base of 1500+ concurrent (3000 total) remote volunteers, 170,000 unique texters, over 16 million transactional SMS messages, and 2900 lives saved.

Platform

- **Code:** Planned, architected, built, then led team on an SMS platform that has scaled to 16 million transactional SMS messages in 3 years (and still remain the top contributor in the repository)
 - Real-time 1-to-1 messaging platform connecting agents logged in to a web browser with clients sending text messages via SMS or IP messaging
 - 6-month drop-dead launch date to provision shortcode, hire team, and build platform from scratch
 - Symfony2 PHP backend
 - node.js with Socket.IO for real-time browser updates
 - Puppet-managed cloud (nginx, php-fpm, stunnel) with HA Cisco ASA firewalls, HA F5 load balancers, and RedHat cluster MySQL
 - Here's a Dev StackUp I gave: <https://youtu.be/2Xub7pEUuuE>
- **People:** Lead team of platform engineers to build 30+ products and 25+ feature enhancements on platform since launch
- **Infrastructure:** Planned and executed zero-downtime migration of entire infrastructure including live database migration
- **Code:** Led successful initiative to reach 100% testing coverage for critical path

Support Systems

- **Code:** Collaborated with internal integration team to plan, spec, and build scheduling synchronization tool on top of third-party scheduling API
- **Code:** Coordinated with third party contractors and hired in-house NLP engineer to build supervised-learning-based conversation classifier
- **Code:** Built, then led team for CTL Online, a single portal for volunteer application, tracking, and scheduling, using Drupal 7 + custom PHP modules
- **IT:** Built IVR+PBX with Twilio SIP Trunking, FreePBX, and Asterisk to allow universal access to phone system for local and remote employees
- **IT:** Led lean IT for staff of 36, with half remote distributed through the country

DoSomething.org / Lead Drupal Developer

MAY 2011 - FEBRUARY 2013, NEW YORK, NY

- **Code:** Lead in-house developer and liaison for third-party Drupal firm on site redesign and migration from Drupal 6 to 7
- **Team Ops:** Led initiative to move from live-editing on-server development (!!!) to git- and CI-based workflow

- **Infrastructure:** Planned migration from bandwidth-strapped single-server host to horizontally scalable cloud infrastructure with standard caching tools for Drupal, supporting up to 600 concurrent logged-in users and thousands of anonymous requests per minute
- **Code:** Built scalable, reusable campaign products as Drupal modules to match partner, funder, and sponsor requirements

Arizona State University Alumni Association / Freelance Drupal Developer

MAY 2011 - AUGUST 2011, REMOTE

- Migrated Drupal 5 to Drupal 6
- Built custom Alumni Association theme
- Moved from Panels pages to reusable page templates
- Worked cross-team with publishing and media teams to develop Information Architecture for new site, simplifying navigation and access to resources and content

Education

Arizona State University / BA Computer Science: Information Assurance

AUGUST 2007 - MAY 2011, TEMPE, AZ

- Barrett Honors College
- National Merit Scholar