
Monica S. Flores

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WCAG CPACC Certificate in Accessibility, Certified ScrumMaster®

- Former director of digital products, data architect, software engineer, web developer
- Drupal since 2008 [monicadear](#), Wordpress since 2007 [monicadear](#)
- 2024 Top Ten result: Top-ranked website for scangov.org (for iowa.gov #1 out of 1958)
- **Award Winner:**
 - Government Experience 2024: 2nd place for Iowa, [State Government Experience](#)
 - FutureHack 2021: [Hack for Good](#)
 - Lightning Award 2021 [Impact Award](#) for New Relic website
 - Award 2018 and 2019 for "[NTENny](#)" - Nonprofit Technology

CURRENT EXPERIENCE

Lullabot

Senior Technical Project Manager 06/2024 - PRESENT

Iowa: 30mm unique visitors for 48 websites on Pantheon Hosting

- State of Iowa case study
<https://www.drupal.org/case-study/a-unified-drupal-platform-for-the-state-of-iowa>
- Manage people, processes, communication channels between team members and clients
- Facilitate the formation of teams to work together on projects
- Set priorities, expectations, and communicate with clients around project needs & tasks
- Organize project work using various tools including Jira, Github, Trello, spreadsheets
- Host meetings: status/demo meetings, internal team syncs, retros, handovers
- Gather and document project requirements in a variety of formats
- Identify and manage risks to project delivery
- Estimate, schedule, report, and forecast project work (sprint-based & continuous delivery)
- Control project scope to match timeline and budget
- Work with the team to deploy, manage release notes, and train users on new features

Technical Project Manager 07/2019 - 06/2024

- Led redesigns for New Relic and IBM
- Managed scope, deliverables, schedules, and team resources
- Wrote requirements as specifications, user stories, or tickets
- Led agile development, scheduled sprints, ran reviews
- Planned meetings, tended the ticket queue, managed task flow, handled product launches

PREVIOUS EXPERIENCE

Director of Digital Products 06/2016 - 07/2019

- Green America (Washington DC)
Managed, built, lead multi-property migrations for environmental nonprofit
\$215k budget, 49% increase in visitors
 - [Drupal 8 Case Study](#), Florida DrupalCamp '21 [Session](#)
 - Led in-house ongoing web needs, manage 5-7 contractors/staff
 - Synthesized needs & requirements into cohesive product roadmap

Lead Software Engineer 01/2016 - 05/2018

- Global Innovation through Science & Technology (Washington DC)
Rebuilt architecture, specified data, built web platform
\$560k, 8000+ active users, Drupal 7
 - Provided feedback/guidance to 6-person team
 - Audited & migrated fields from legacy platform to new content management system
 - Determine and implement architecture, manage sprints

Product Team Lead 02/2014 - 12/2016

- Ashoka Changemakers (Arlington VA)
Led team for redesign and refactoring of competition web platform
\$180k, 85k users, Drupal 6 migration to Drupal 7
 - Identify functional specifications, report on progress
 - Formalize content types, determine roles and permissions, wireframe site pages

Principal Web Developer 07/2004 - 01/2014

- 10K Group LLC dba 10K Webdesign (remote)
Delivered [200+ projects](#) as client-facing manager
 - Scoped, built, and themed websites as self-employed developer

COMMUNITY

- Drupal Association: Community-elected Board Member 2022-2024
- Background-checked Girl Scout Leader and volunteer: since 2013

EDUCATION

- B.S. Environmental Systems Technology, Cornell University (Ithaca, NY)