

Todd Stoffer

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SUMMARY

I develop and implement technology rich solutions to enhance organizational missions and workflows. I have nearly a decade of experience managing information technology and software development projects. I am a detail-oriented, deadline driven, and well-rounded professional with sharp technical and communication skills.

Key Skills

Software Development: Ruby on Rails | Python | DevOps | VM Management | Version Control

Technical Instruction: Curriculum Development | Content Design | Classroom Facilitation

Technical Support: Windows/OSX/Linux | Virtual Machine Support | Hardware Support

Professional Experience

North Carolina State University,

Digital Technologies Development Librarian

Raleigh, NC

09/2015-Present

- Develop and maintain Ruby on Rails applications
- Develop and maintain web applications using Jekyll, Python and Javascript
- Lead curriculum development and classroom instruction of technical workshops
- Adapt workshop curriculum based on participant feedback, and post workshop survey responses
- Research, analyze and implement open-source software tools to enhance workshop instruction
- Increase cross-departmental collaboration through the integration of new technologies into existing workflows

University of Maryland

Information Technology Coordinator

College Park, MD

06/2012-08/2015

- Managed the development and design of new campus walk-in IT service center
- Managed a student staff of 20 employees
- Provided direct supervision of the primary campus walk-in IT service center
- Developed workflow process improvements that enabled a 200% growth in traffic while maintaining positive customer feedback and a high NPS score.
- Developed the policies, training and technical support materials required to maintain a high level of customer satisfaction
- Provided implementation testing and created internal training documentation for the rollout of all new enterprise software solutions
- Served as a project management team member for enterprise-level IT systems and services

Market Hardware*Project Manager*

Bethesda, MD

03/2010-06/2012

- Managed the design, build and implementation phases of client websites and marketing solutions
 - Provided technical advice and support to the sales team on all products
 - Researched, tested and implemented new web technologies
 - Created and maintained technical documentation and training materials
 - Responsible for analysis, design and maintenance of internal network and systems
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EDUCATION

Bachelor of Arts in Political Science, 2009, Colorado State University, Ft. Collins, CO

Master of Library and Information Science, 2015, University of Maryland, College Park, MD