
CHAD HESTER

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Solutions Architect & Technical Consultant



OVERVIEW

I have over fifteen years of experience with technology in various industries and roles. My strengths are in solutions architecture, management, software development, server configuration, technical consultation, documentation, education, public speaking, and Drupal.

SKILLS

- **Solutions Architecture:** Technical discovery, Information Architecture (IA), usability, user experience (UX), content strategy, migration strategy, integration strategy, design, implementation estimates and timelines, resourcing, quality assurance, development and deployment workflows, training, and ongoing support.
- **Management:** Strong communication and interpersonal skills. Customer service, mentoring, training, metrics analysis, process automation, protocol development, and project management.
- **Drupal:** Versions 5 to 8. Drupal Commerce, Ubercart, CiviCRM, custom module development, theme/sub-theme development, site security, performance/scalability, custom data migration, search customizations with Apache Solr, email marketing, third-party system integration, content workflow, team collaboration, training, and community activism.
- **Web Applications:** Joomla, Wordpress, Moodle, Claroline, Flash Video Streaming, general CMS/CRM/LMS architecture, data migrations, and service integrations.
- **Programming:** PHP, OOP, SQL, XML, HTML, JavaScript, jQuery, AJAX, CSS, Git, SVN, MVC Frameworks, code auditing, quality assurance, ASP, Visual Basic, command-line/shell scripting, AviSynth scripting, Flash/ActionScript, C++, and Python.
- **Infrastructure Systems:** Apache, Nginx, MySQL, Solr, Varnish, Redis, Memcached, Jenkins, IIS, MSSQL, Exchange Server, Windows Server, and Google Apps.
- **Software:** MS Office, Adobe Creative Suite, AutoCAD, ffmpeg/mencoder, audio/video editing software, Internet and networking applications, and system maintenance utilities.
- **Hardware:** Networking, Audio/Video, Desktops/Laptops/Tablets, and mobile devices.
- **Operating Systems:** Windows, Mac, and Linux.
- **Troubleshooting:** Network and desktop support. Hardware and operating system installations. Multimedia asset troubleshooting. Virus removal and data backup.
- **Marketing / Social Networking:** Online and print marketing material design, social networking usage and integration (Facebook, Google+, Twitter, LinkedIn, and others).

EDUCATION

TOWSON UNIVERSITY

Computer Science
(Sept 1997 – Dec 2000)

CCBC: CATONSVILLE

Internet Programming and Computer
Graphics
(June 2002 – May 2003)

EXPERIENCE

UNLEASHED TECHNOLOGIES

An open-source software development firm

Senior Solutions Architect

(November 2015 – Present)

- Presales technical consulting.
- Implementation estimates and timelines.
- Technical discovery and custom development solutions architecture for Drupal, WordPress, Symfony, Adobe DPS/Publish, and Magento web projects.
- Third-party integration solutions.
- Information architecture.
- Specific website solutions for: Multi-regional, multi-lingual, accessibility, security, association management, advanced publication workflows, advanced search indexing, usability and user experience (UX), automation, and e-commerce.
- Content migration strategy.
- Development and deployment workflow management.
- Training curriculums and technical documentation.
- Quality Assurance (QA) management.
- Worked on the following projects: Association of the United States Army (AUSA); Realterm; Public Power (APPA); United States Naval Institute (USNI); NACS Magazine; Sandy Spring Bank (SSB); the American Chemistry Council Calculator for Efficiency (AC³E); National Business Aviation Association (NBAA); International Society of Pharmaceutical Engineering (ISPE); and American Association for Clinical Chemistry (AACC). *Note: Several of these projects may still be in development.*

DRUPAL CONNECT

A Drupal website development firm

Senior Drupal Developer & CTO

(December 2011 – November 2015)

- Contributed to business protocols and the hiring process.
- Assisted with sales calls and created project estimates/proposals.
- Trained and consulted agencies.
- Led several projects from concept proposal to completion.
- Developed several custom modules and interfaces for e-commerce, marketing, education, advanced search, advanced workflow, non-profit, medical, multi-regional/multi-lingual, and other integrations with third-party services.
- Configured automated migration and deployment tools.
- Coordinated various sized team development environments.
- Worked on the following projects: Peter Millar; Cornell; Sotheby's; Harvard; McKesson; Booz Allen Hamilton; Columbia University; Stevens Institute; Olympus; Hanna Instruments; Guess Watches; USP-MC; the Giving Library; Tommie Copper; IBM's DERK site; IIC; Theory One Designs; Russell Reynolds; AIER; Blueprint Education; Pergamena; Ozmosys; Dialogue Online; VP Armory; FCI Creative; My Fit Foods; Sleep Studio; Richard Industries sites; I Do Now I Don't; Central Point Systems; Pro Players Live; Hoey Farina; Sonneborn; Badgeville; Elgato; and Southland Log Homes.
- Support and maintenance for over 100 client sites.

JASMERE, INC. (A DIVISION OF GREATERGOOD)

A social shopping marketing company

Director of Technology

(November 2010 – December 2011)

- Managed and provided technical support for all vendors, customers, and staff.
- Managed and maintained all servers/services:
 - CentOS and Ubuntu (LAMP) Server
 - Server migration and optimizations for high traffic loads
 - Web site backups automation
 - DNS configuration for 2 domains
 - Google Apps
- Managed and developed for a Drupal 6 site:
 - Ubercart with custom modules for price dropping, voucher code distribution, store coupon in marketing emails, email notification, payment, gift-card/store credit, and marketing functions.
 - Simplenews and SendGrid automated email schedule integration.
 - Standard Drupal theming.
 - Custom modifications of contrib modules.
 - Custom reporting pages.
 - Custom user pages.
 - Integration with the GreaterGood website
- PCI DSS Compliance
- Organized all company projects with Basecamp.
- Established ongoing production workflows and protocols.
- Helped automate marketing campaigns.

EMERALD EDUCATION SYSTEMS

An online continuing education company for the medical industry

Technology and Production Manager

(November 2008 – November 2010)

- Managed and provided technical support for all products.
- Managed and maintained all in-house and remote servers:
 - Windows Small Business Server 2003 (including Exchange and Active Directory)
 - Synology NAS file server with rotating backups
 - Ubuntu Server (local web development)
 - Fedora 9 (production websites)
 - DNS configuration for 34 domains
 - Email solutions: Microsoft Exchange 2003 server feed by Rackspace POP email and Postini, which was later replaced by Google Apps
- Managed and maintained all office workstations.
- Maintained and researched improvements to a videoconferencing solution for remote student mentoring that uses wireless audio, pan/tilt/zoom Axis cameras and webcams.
- Deployed a development and live instance of Drupal 6:
 - Replaces the main company's website with <http://emeraldeducationsystems.com>
 - Used for a professional social networking product <http://pplvr.com>
 - Coordinated a phased project deployment plan.
 - Developed four Drupal themes for use in various parts of the website.
 - Developed Drupal modules that integrate with an LMS for course enrollment.
 - Developed financial integration between Drupal, Ubercart, and the LMS integration.
- PCI DSS and HIPAA Compliance
- Created and managed marketing and social networking projects.
- Created and managed an IT Asset tracking system.
- Organized all company projects with Basecamp.
- Established ongoing production workflows and protocols.
- Managed and maintained online courses hosted on five LMSs (Learning Management Systems).
- Led the production of continuing education courses:
 - Organized digital assets and established a production workflow.
 - Filmed and edited video.
 - Recorded and edited audio.
 - Shot photos and edited digital images.
 - Created multimedia enriched lectures.
 - Organized supplemental course documents and exams.

THE INTUNE, LLC: BANDHAPPY.COM

Technical Consultant and Lead Developer

(June 2009 – May 2010)

- Developed with Drupal 6 and Ubercart 2.
- Created several custom modules to integrate the real-time video chat with payments.

EYEMAGINATIONS, INC.

Eye care and ENT patient education and marketing

Director of Technical Support

(January 2006 – October 2008)

- Managed the technical support team
- Developed and supported multiple custom software and media projects
- Video media encoding from/to various formats

LEGAL IMAGES OF BALTIMORE, LLC (LITIGATION DOCUMENT PRODUCTION)

Computer Graphics, Networking, and Document Production Manager

(July 2002 – December 2005)

SWIFT STAFFING / JOBS-JOBS.NET (STAFFING AGENCY)

Web / Database Application Developer

(June 2001 – July 2002)

MAGELLAN BEHAVIORAL HEALTH (HEALTHCARE PROVIDER)

Office Application and Intranet Web Programmer – CVO Department

(February 2000 – April 2001)