Chad Hester

*Enterprise Technical Consultant &
Solutions Architect*

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Thank you for your interest! I have a 20+ year background in website development and I actively participate in the open source software and UX communities. I look forward to helping you with leadership, sales, design, architecture, and digital strategy solutions.

Skills

- **Leadership & Management**: Team mentor and community contributor. Thought leadership content and presentations. Agile project management.
- **Sales**: Prospect and opportunity discovery. Lead qualification. Detailed budget and timeline projections. Proposal composition and sales coordination.
- **Design & Strategy**: UX research and exercise facilitation. Complex IA and system architectures. Diagraming, sketching, wireframing, and prototyping. Accessibility conformance and universal design. Multilingual, multi-regional, and omnichannel content strategy. SEO and marketing strategy. System integration strategy. Content and data migration strategy. Quality assurance and user testing.
- **Development**: Drupal development and site building … and several others.

Experience

Industries & Verticals: E-commerce, non-profits, associations, education, healthcare, government, social services, housing, high fashion, A/V production and post-production, publications, electronics, industrial manufacturing, and enterprise.

Work

- **ImageX Media** (Nov. 2020 – Dec. 2023)

  Senior Business Analyst, Project Manager, & Service Account Manager
  - **Business Analysis, Architecture, & Strategy**: Requirements gathering, technical documentation, system integrations, content migrations, and UX/IA improvements for over 20 complex projects.
  - **PM & SAM**: Lead several project teams using management tools like Basecamp, JIRA, and Harvest to track progress and team communication. Remained on-time and on-budget for all deliverables, unless otherwise adjusted by clients.
  - **Mentor & Thought Leadership**: Help with process evaluation and improvement recommendations. Assistance with webinars and blog posts. Guided new and existing team members through project processes. Provided leadership through UX, IA, content strategy, Agile, UAT, success measurements, requirements tracking, and other topics.
  - **Sales**: Help with sales intake, proposals, and finalist sales presentations.
- **North Studio** (Nov. 2020 – June 2021)

  Team Lead & Sales Engineer
  - **Sales**: $20–$200k over ~20 deals. $75k on average.
  - **Team Lead**: Lead several project teams using management tools like Teamwork and Harvest to track progress and team communication.

Remained on-time and on-budget for all deliverables, unless otherwise adjusted by clients.

- **Unleashed Technologies** (Nov. 2015 – Nov. 2020)

  Senior Solutions Architect & Sales Engineer
  - **Sales**: $40–$600k over ~180 deals. $150k on average. 17% close rate and helped close over $3.5M in sales.
  - **Design & Strategy**: System integration, content migrations, and UX/IA improvements for over 24 complex projects. Growth for 40+ clients.

- **Drupal Connect** (Dec. 2011 – Nov. 2015)

  Senior Drupal Developer & CTO
  - **Sales**: $20k–$2.7M deal sizes. $120k on average. 20% close rate.
  - **Design & Development**: System integration, content migrations, and UX/IA improvements for over 16 complex projects. Support for 80+ clients.

- **Jasmere** (Nov. 2010 – Dec. 2011), Director of Technology

- **Emerald Education Systems** (Nov. 2008 – Nov. 2010)

  Technology & Production Manager

- **The Intune: bandhappy.com** (Jun. 2009 – May 2010)

  Technical Consultant & Lead Developer

- **Eyemaginations** (Jan. 2006 – Oct. 2008)

  Director of Technical Support

- **Legal Images of Baltimore** (Jul. 2002 – Dec. 2005)

  Computer Graphics, Networking, & Document Production Manager

- **Swift Staffing** (Jun. 2001 – Jul. 2002), Web & Database Application Developer

- **Magellan Behavioral Health** (Feb. 2000 – Apr. 2001)

  Office Application & Intranet Web Programmer

Education & Certifications

- **Accessibility: How to Design for All (IxDF)** (Sep. 2021)
- **Certified Scrum Master** (Feb. 2019)
- **Growth-Driven Design Certification** (Dec. 2016)
- **Drupal Site Builder Certification** (Dec. 2015)
- **CCBC: Catonsville** (Jun. 2002 – May 2003)
  Internet Programming & Computer Graphics
- **Towson University** (Sep. 1997 – Dec. 2000)
  Computer Science

Community Contributions

- **Talking Drupal Podcast,**
  Episodes #428, #356, #316, #311, #310, #309, #308, #276, #203, and #192
- **DrupalCon Pittsburg 2023** Speaker Selection Committee
- **DrupalCon Portland 2022** Higher Education Summit Planning Committee
- **DrupalCon Global 2020** Session Presentation
- **DrupalCon Global 2020** Session Selection Committee
- **Baltimore DrupalCamp 2019** Session Presentations
- **DrupalCon Seattle 2019** Session Selection Committee
- **Baltimore DrupalCamp 2018** Session Presentation
- **DrupalCon Nashville 2018** Session Selection Committee
- **Baltimore UX Meetup** (since 2018)
- **DrupalCon Baltimore 2017** Session Selection Committee
- **Baltimore Drupal Meetup** (since 2008)