Allison Christiansen

allison@achristiansen.com | 315-775-8290

EXPERIENCE

Senior Full-Stack Web Developer – Vya (Remote) - March 2021-November 2022

- Part of a full-stack team responsible for all aspects of the ongoing software development of the Marketing Resource Management System, from the initial specification, through to developing, testing and launching.
- Developed and deployed new features to facilitate related procedures and tools
- Troubleshot, tested and maintained the core product software (PHP) and databases to ensure strong optimization and functionality
- Designed, analyzed, and updated (MySQL) database schemas and diagrams.
- Created a Refund system that utilized external APIs (Avalara, Authorize.net) to allow site administrators to customize refunds for orders, decreasing the amount of time it took to issue refunds, increasing the satisfaction of customer service representatives
- Exceeded expectations during a rewrite of the Cart/Checkout experience; adapted to new technologies by becoming proficient with React while creating user interfaces
- Rewrote the Contact Management system, including improving the efficiency of the database; allowing the continued innovation of the company and improved customer satisfaction
- Led the creation and implementation of Confluence for the team's documentation and created documentation/user guides for end-users, resulting in improved business continuity and developer velocity
- Demonstrated the company values, which resulted in receiving two "Way to Go" awards from other team members

Information Technology Specialist - City of Watertown (Watertown, NY) - October 2019-December 2020

- Provided end-user support for applications and systems
- Created documentation for processes, configuration, and troubleshooting
- Coordinated with vendors to troubleshoot systems

Web Developer - Timeless Frames (Watertown, NY) - April 2013-August 2019 (also: April 2010-December 2011)

- Worked consistently with other internal teams (especially marketing and customer care) and outside consultants to ensure a successful customer experience
- Configured new Apache web server on Linux Virtual Machines running on a Windows Server 2012 R2 Hyper-V Hypervisor, mitigating multiple security vulnerabilities
- Coordinated with my supervisor and other stakeholders to achieve funding and buy-in to initiate projects and to ensure they were on schedule and adhered to the specifications provided
- Discovered a security vulnerability, then developed and engineered a plan to mitigate the vulnerability by overhauling the web server, which prevented the disruption of credit card payments on the company's website
- Demonstrated the ability to reverse engineer undocumented code, to allow future changes to custom solutions
- Brought the web site security rating from an F to A+ on Qualys SSL Labs
- Integrated social networking (primarily Facebook), which improved customer engagement
- Built on previous experience and skills to learn a new Content Management System (Drupal) and adapt to the company's workflows

Programmer - Medical Mavericks (Rochester, NY) - May 2009-February 2010

- Collaborated with team members to validate systems and testing for functional requirements
- Made improvements to client-based applications, both on-site and remote, using C#, ASP.NET, and SQL Server
- Exercised extreme attention to detail and enforced access control permissions in a hospital environment where accuracy and privacy was of the utmost importance
- Frequently adapted to minimal requirement definition or changes in requirements by discussing with stakeholders and developing a plan to both achieve the customer's goals, as well as meet the established timelines for the project
- Acted as a subject matter expert, formulating multiple courses of action and communicating them to the stakeholders, allowing for the selection of the plan that most closely aligns with the business goals

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EDUCATION

Rochester Institute of Technology, Rochester, NY
Bachelor of Science with Honors - Information Technology (May 2008)
Dean's List: Fall 05-06, Winter 05-06, Spring 05-06, Winter 06-07, Spring 06-07, Winter 07-08

SKILLS

- Programming Languages: PHP, (X)HTML/HTML5, CSS, JavaScript, AJAX, jQuery, React, Typescript, Mustache, C#, ASP.NET
- Database: MySQL, Microsoft SQL Server
- CMS: Drupal, WordPress
- Software: Microsoft Office (Word, Excel, Access, Outlook, Visio, OneNote, PowerPoint, OneDrive, Skype), Adobe Photoshop, Adobe Acrobat Pro, Google Apps, Apache Server, Microsoft Visual Studio, Tortoise SVN (Subversion), GitHub, Netbeans, PhpStorm, Atlassian (Jira, Confluence, Bitbucket), Amazon Web Services, Composer, Docker
- Operating Systems: Windows 7/8/10, Windows Server 2012/R2, Linux (Redhat, Ubuntu, SUSE), macOS, Microsoft Hyper-V, Android
- Hardware: Printers, Scanners
- Networking: TCP/IP, OSI model
- Customer Service: troubleshooting, ticketing systems, professional demeaner

Certifications

- CompTIA Security+ ce
- Salesforce (Certified Administrator)

VOLUNTEER POSITIONS

Tech Team member – New Life Christian Church (Watertown, NY) – November 2014 – Present

- Operate macOS computer to display on screen lyrics during a live service
- Develop and maintain multiple WordPress websites for the church and affiliated organizations
- Received Volunteer of the Year Award (2016)

IT Director/Web Developer – Voice of Compassion of the Children of Haiti (Watertown, NY) – February 2017 – Present

- Attend board meetings to coordinate the organization's ongoing efforts
- Develop and maintain organization's website
- Visited the orphanage in Haiti to provide social/emotion support and supply food

Center Representative – USO (Fort Drum, NY) – September 2011 – November 2016

- Performed office duties including answering phones and sending and receiving faxes for visitors and staff
- Provided a welcoming experience to visitors by greeting them and showing the center's amenities
- Referred visitors to other agencies or resources as necessary