

Charles Christiansen (he/him)

617.275.1866 | <https://charleschristiansen.me>

LinkedIn: <https://www.linkedin.com/in/charleschristiansen/>

Github: <https://github.com/charles-christiansen>

TECHNOLOGIST WITH A DESIRE TO SHAPE A BETTER WORLD

Seeking opportunities to apply technological know-how to make the world a more just, equitable & compassionate place

As a technologist, I have experience as a programmer specializing in server-side languages and technologies, as a system administrator dealing with issues surrounding security, resource provisioning and access control, and as a manager overseeing teams of engineers on multiple client-facing projects.

Working in the nonprofit world has given me insights into the unique technology issues facing nonprofits and the challenges they face in adopting, implementing and understanding technology in a way that maximizes their mission impact, while also maintaining and improving security to protect sensitive research, donor & policy data.

I would love the opportunity to do work that combines these aspects of my skill set to make the world a better place for people, animals, the environment, and to promote kind and compassionate living.

Expertise that Adds Company Value

Customer Support | Collaborative Communication | Problem Solving | Team Building | Technical Leadership | Software Architecture | Software Development | System Administration | Technical Support | User Training

Key Technical Skills

Linux Administration | Cloud Computing | Software Development | PHP | Python | Lua | Shell Scripting | API Integration | SQL & RDBMS | Wordpress Administration | System Security | Git | JIRA Service Desk

PROFESSIONAL EXPERIENCE

The Good Food Institute, Washington, DC

2019 to present

Working to transform the global food system through advancement of alternative proteins

Senior IT Manager (2021 to present)

IT & Data Manager (2019 to 2021)

Manage all aspects of the organization's IT infrastructure, with an eye toward security, savings & friendly customer service.

- Evaluate, implement and configure Jira Service Desk help desk system for handling of staff IT issues.
- Author weekly tech tip for staff to help them be more productive with the software and systems used in the organization.
- Provide staff with security guidance for safe browsing, identifying & reporting phishing attempts, and other best practices to keep organization and personal data secure.
- Manage web development, including managing web developer staff, coding, DNS and hosting setup, Wordpress administration, and content migration from legacy LAMP stack CMS.
- Create and manage IT policies for security, software acquisition, IT requests and other services.
- Manage cloud resources in Google Workspace/Google Cloud and DigitalOcean.

The Plant Deli, LLC, Melrose, MA

2017 to 2019

Tenderhearted purveyor of delicious vegan meat and cheese substitutes.

Owner

Managed all aspects of the business from finance to production.

- Prepped, cooked and packaged all products.
- Maintained all records, including sales reports, ingredient tracking spreadsheets, LLC documentation, tax records and obtained all business licenses and permits.
- Handled all sales, social media marketing and customer relations activities.
- Established relationships with vendors and markets as well as partnerships with other food businesses.
- Maintained all aspects of business website cloud infrastructure, including Wordpress administration, Amazon Web Services resource provisioning, automated backups and security.

Poloniex, LLC, Medford, MA

2017 to 2018

Leading exchange site for the buying, selling and trading of cryptocurrency.

Lead Developer

Maintains, troubleshoots and repairs cryptocurrency wallet software for hundreds of currencies to facilitate trading on our real-time currency exchange supporting trade volumes of hundreds of millions of dollars per day. Investigates and resolves user issues. Interfaces with currency development teams to coordinate integration of their currencies with the exchange.

- Worked with the customer support team to prioritize and identify patterns in customer-facing issues to ensure quick resolution.
- Tracked resource usage such as disk space availability and memory availability across dozens of servers hosting hundreds of currency software wallets to ensure maximum uptime.
- Built and deployed cryptocurrency wallet software updates implemented in a variety of programming languages and build formats to maintain high levels of security and performance.
- Communicated causes, timing and expected repair time of wallet software to upper management to facilitate fast and accurate updates to our customers.

EvoText, Inc, Burlington, MA

2012 to 2017

Award-winning developer of online educational solutions for students, teachers, administrators and parents.

Chief Technology Officer (2013 to 2017)

Director of Engineering (2012 to 2013)

Oversaw the technical architecture, monitoring and operation of the cloud server infrastructure for both client and internal projects. Drove the technical direction of the company's development efforts. Prepared IT budgets. Supervised the engineering team from both technical and personnel perspectives. Provided support to clients and technology partners.

- Designed, provisioned, secured, set up and maintained all cloud infrastructure including servers, databases, storage and networking for our curriculum management and delivery project serving K-12 school districts across the nation.
- Set up, secured and maintained continuous code integration and build deployment system for all projects company-wide.
- Managed cloud infrastructure budgets totaling hundreds of thousands of dollars for both internal projects and external client projects.
- Managed a team of 10 - 20 software engineers with a focus on career development, cross-team collaboration and high performance standards.

Massachusetts Institute of Technology, Cambridge, MA

2010 to 2012

One of the nation's foremost technological institutes.

Senior J2EE Analyst/Developer (2010 to 2012)

Technical lead for the Online Grade Submission project, which replaced an outdated and error-prone paper and data entry grade submission system. Led a team of 3 engineers in implementing features and enhancements. Provided time estimates and project plans for future development phases.

- Assigned various functional areas of the web application to engineers for coding and performed code reviews of their work.
- Wrote full stack code (Java, HTML, CSS, Javascript) for the Online Grade Submission web application.
- Wrote technical documentation describing the architecture and data relationships for the web application.
- Worked directly with business analysts, project management, registrars, faculty and accessibility experts to gather requirements and perform user acceptance and accessibility testing.

Follet Digital Resources, Woburn, MA

1997 to 2010

Formerly Interactive Constructs Inc., developer of the Lycea eLearning platform.

Senior Software Engineer

Digitas, Boston, MA

1997

Global marketing and technology agency that transforms businesses for the digital age.

Programmer/Analyst

Yoyodyne Entertainment, Medford, MA

1996 to 1997

Early company of marketing guru Seth Godin, pioneered email marketing through engaging trivia games.

Production Engineer

EDUCATION

Master of Science (MS) - Graduate Center at Marlboro College

Bachelor of Arts (BA) - University of North Florida

PUBLICATIONS

Java and Flex Integration Bible (ISBN-13 978-0470400746), John Wiley & Sons, 2009 (co-authored with Matthew Keefe)

INDEPENDENT STUDY

Pre-Security Path Completion Certificate, tryhackme.com

Jr. Penetration Tester Path Completion Certificate, tryhackme.com

CompTIA Pentest+ Learning Path Completion Certificate, tryhackme.com

VOLUNTEER

Maple Farm Sanctuary, Mendon, MA (2017-2018) - Guide visitors on farm tours and educate on issues of animal abuse, factory farming and veganism.

Otherworld Interactive Theater, Pomfret, CT (2013-2018) - Co-kitchen manager overseeing a weekend of full meal services from Friday dinner through Sunday lunch for groups of 150-200 people. Responsible for maintaining prep lists, delegating kitchen duties, prep, cooking, cleaning and kitchen inventory.