

Christopher Giles

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Profile: Intelligent and creative professional with a talent for listening, identifying needs and finding solutions; thrives under pressure; seeks out challenges; eagerly embraces and advocates change; communicates complex ideas clearly; values continuous learning and sustained quality improvement.

Selected Recent Projects:

- <http://www.flagshipventures.com> - launched February 2011
- <http://mit150.mit.edu> - launched in two phases, August 2010 and January 2011
- <http://ctl.mit.edu> - launched March 2010

Professional Experience:

Indigo Digital, Inc., Plymouth, MA

2009 - Present

2010 – Present

Operations & Project Manager

Manage daily operations of an internet development firm specializing in custom Drupal CMS solutions; Manage team of developers and support staff; Manage multiple development projects; maintain client relationships.

2009 – 2010

Project Manager

Managed multiple custom Drupal development projects; wrote project technical specifications; managed scheduling and contract labor; managed budget and deliverables.

Freelance Website Development, Media Production, Consulting, Search Engine Marketing 2007 – 2010

Managed multiple website development projects; produced HTML, CSS and graphics for client websites; performed search engine optimization; edited & encoded video for broadcast & website content; created, maintained and optimized Google AdWords campaigns; developed and refined production workflows.

Filene's & Kaufmann's, Boston MA

1995 - 2006

1998 – 2006

Systems Manager - Sales Promotion

Managed a team supporting 130+ users in departments including Advertising, Production, Imaging, Photo Studio, Business Office, Visual Merchandising, Fashion and Events for a 101-store, \$1.3 billion retailer. Responsibilities included project leadership & management, planning, purchasing, policies & procedures, training and audit compliance across multiple locations.

- Coordinated logistics and communication for a \$1.1 million department renovation, including advance planning, relocation of personnel & equipment, and installation of new network with zero production downtime.
- Developed and implemented streamlined workflows including computer-to-plate (PDF) ad release, digital photography and image cataloging; procedures adopted as "best practices" by parent company.
- Conceived and executed a major reconfiguration of central production server and asset management system with zero production downtime; results included dramatic improvement in stability, reduction in staff hours.

1996 – 1998

Assistant Systems Manager, Advertising

Provided first line of support for 100+ users, including desktop help, production support and training. Migrated department from Camex to Mac production system; developed and documented digital ad release procedures.

1995 – 1996

Coordinator, Traffic, Ad Release & Systems Maintenance

Coordinated switchover from paper-based to electronic newspaper ad release; maintained outgoing Camex (SunOS) workstations and servers during transition to Mac systems.

Muscatine Journal, Muscatine IA

1991 - 1994

News Reporter for a daily afternoon paper in a small midwestern city. Wrote breaking news and feature stories. Beats included police, courts, city & county government, school board, local business, and entertainment.

Education:

Stonehill College, North Easton, MA
Bachelor of Arts, Cum Laude
Communication Major, Philosophy Minor

Selected Technical Skills:

Drupal & WordPress; Google Analytics & AdWords;
Dreamweaver & Flash; Adobe Creative Suite; Final Cut
Studio; Mac OS, Windows (server & desktop)