Melanie Elizabeth Hardy

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meh

Developer
Designer
Systems
    Administrator
Systems
    Architect
Project Manager
Application
    Development
    Administrator
Help Desk
    Administrator
Systems
    Integrator

20+ years of
experience

EXPERIENCE

October 2007– present
> Web Developer • Valencia College • Orlando, FL

March 2005 – September 2007
> Lead Web Developer • Brightstar, Inc. • Libertyville, IL

January 2000 – March 2005
> Web & Database Developer • Biz Soft • Oviedo, FL

May 1996 – August 1999
> Intern • Honeywell • Clearwater, FL

I have worked as a web developer at Valencia College since 2007. In that time I have

- **Spearheaded numerous projects as a programmer, developer, designer & sys admin.**
- Functioned as primary **Disaster Recovery contact** for Web & Portal Services.
- Worked as **sys admin** supporting all of the WPS team's Windows servers.
- Trained as an **Agile Scrum Master** & utilized that training to act as Project Manager for Web & Portal Services.
- Acted as a secondary for the **Luminis Portal Sys Admin**
- Supported **Student Interns** for WPS by teaching: web design best practices, client communications & navigating a professional workspace.
- **Trained** incoming WPS team members.
- Developed Valencia's **Web Accessiblity Standards**
- Enabled many **Application Development** cycles through multiple phases both for my own projects as well as other developers.

In previous positions I have:

- Helped develop a Business to Business portal for Cell phone distribution
- Wrote technical documentation
- Developed HR system for performance development & reporting
- Designed a flexible reporting tool for cell phone agents
- Created a secure pill inventory system for a weight loss clinic with multiple locations
- Built computer systems & installed O/S and support software for clients
- Designed & helped implement a VoiP system for a client with multiple offices
- Traveled Internationally to give training in Spanish on software that I'd developed.
- Performed parts testing as part of in-house lab for Honeywell
- Researched Commercial Off the Shelf (COTS) for the Space Shuttle Main Engine Controller
- Assisted in code clean up for the Terminal High Altitude Area Defense (THAAD) missle system.

TECHNICAL EXPERIENCE

- Coldfusion, PHP, Python, iHTML, Javascript
  - Installation & Hardening
  - Security
  - Administrative tasks
  - Programming Web Applications
  - Framework integration (Fusebox, Bootstrap)
- MS SQL, MySQL & Oracle
  - Database Management
  - Security implementations
  - Data structure design
- Ellucian product (integrations, development and sys admin support)
  - Banner
  - Luminis
  - Degree Works
- Project Management
  - Agile Methodology (Certified Scrum Master)
  - Waterfall
  - JIRA administrator

PROJECTS

- **Content Management Systems** – Supported the technical processes of Contribute for 10 years. Set up the technical processes for the new CMS OUCampus as well as designing layouts & templates.
- **Non-Equivalent Coursework Request**. Development of this process online helped streamline the business process for a decision from an average of 45 days to 3-4 days. I also helped present this application at Ellucian Live.
- **Health Sciences Online Application** for Limited Access Programs. Originally created and have supported this online application for 5+ years. Work closely with Health Sciences Advising for improvements & redevelopments
- **WordPress** – Functioned as developer, designer and sys admin for 40+ WordPress sites.
- **Network Access & Banner Security Access Requests** – Developed an in-house application to allow supervisors to request access changes for employees.
- **Calling Campaigns -** The pandemic had the college switch all classes to an online format, affecting nearly 39,000 students in a two week time span. During that time, I developed a flexible calling campaign system to allow volunteers at the college to contact every student affected by these changes by phone to offer information and support in an unusual situation. After the success of that calling campaign & the gratitude of the students, I redeveloped a web application that could handle multiple campaigns at the same time. Nine separate campaigns were run in the three weeks before the beginning of fall classes to make sure all students had support in a time when there is still much uncertainty. This helped boost the flagging fall enrollment numbers and gave students much needed support.
- **Laptop Request system -** The pandemic switch to all online courses created a difficulty for some students that didn't have their own equipment. Valencia College purchase laptops for student use. I developed the laptop request system so currently enrolled students could request the use of a school laptop for the remainder of Spring and Summer classes. The system was designed to track inventory, validate student enrollment in Spring or Summer classes, create equipment requests in OIT's inventory tracking/help desk system and then allow students to renew their request for the Fall term.

LEADERSHIP

I completed **Valencia's Leadership Academy** in the 2011- 2012 year. This program helped strengthen my leadership skills as well as gave me solid contacts in departments across the college.

I have been acting as Web & Portal Services Project manager for the past 4 years. As a **Certified Scrum Master**, I have moved our team into following the **Agile** process for development, which has cut down our development time, as well as providing more detailed project reporting.

In my position, I have **worked with Faculty & Staff across the college** to come up with innovative solutions to their web requirements. From building in-house applications, to educating employees on using tools (such as O365), I have helped guide Valencia's web presence since I started here in 2007.

RECOMMENDATIONS

Sonya Joseph, *AVP, Student Affairs*

> *"Melanie exudes the Valencia spirit and embraces the culture of collaboration. Every project we have worked on together she has developed into something better than originally requested and imagined.*
> *Initial conversations <u>always</u> begin with "how will the student experience this/how will a student find this page?" Melanie has a vision for our website and for the Atlas portal. She continues to make it easier for students to navigate and to experience.*
> *When Melanie accepts a project request she takes the time to learn the story behind the request and how students or staff will interact with the information. Doing this allows her to think beyond the initial request and develop a page, form, location, etc. that connects the user to the information, but more importantly, to the college. She wants students and staff to engage in the online environment and she builds systems to make that possible."*

Lisa Stilke *Director, Atlas Information Systems*

> *"I feel that Melanie would do an outstanding job as the Web & Portal Manager. Her experience as team lead and her vast knowledge of the department would be of great benefit to the position. She has strong interpersonal skills and is able to communicate effectively with all areas of the college. Melanie has passion for her work and strives to improve processes and systems for the benefit of the students and those who serve them. Her willingness to learn and grow speaks to her professionalism and integrity."*

Carol Traynor *Director, Public Relations*

> *"I can't think of a better candidate for the position of Web & Portal Services Manager than Melanie Hardy. I've worked with her on a number of projects—including the Valencia Alert Admin (Dev) site—and am always impressed with the quality of her work and her ability to problem solve. When made aware of student complaints on social media about Atlas or Blackboard, Melanie is quick to respond and help resolve any issue (even on weekends!). She's a huge asset to the college and I'm sure could make an even larger contribution as Web & Portal Services Manager. I'll hope you'll give her that chance. "*

Dwayne Smoot *Programmer Analyst, OIT*

> *"Having worked with Melanie for over a decade I can say she is more than ready for grander responsibilities. Her first web design assignment for CE was an urgent update to an old CE website that she completed very quickly, much to the satisfaction of the requesting office. Once Melanie is involved in a project I have no worries that the task will be completed properly and in a timely manner. It would be to the College's great benefit if she were in this leadership position."*

Lindi Kourtellis *Manager, Study Abroad Programs*

> *"Our department had a tight timeline and a website that was going to need a complete overhaul. […] From the very beginning, Ms. Hardy produced a timeline in order to be sure deadlines were met, communicated with key stakeholders every step of the way, and was able to come up with creative solutions to any problems we encountered. Ms. Hardy also made herself available any time we had a question and came out to meet with our team in person. Finally, when all was said and done, Ms. Hardy released an incredible final product. Her work on the SAGE redesign was absolutely phenomenal and has received praise from all stakeholders involved in the process, as well as our study abroad committee and faculty members. "*