

CHRISTIAN FLANAGAN

Information Technologist, E-Learning Developer, Photographer/Videographer

📞 (720)244-9340 ✉ christianflanagan@pm.me 💻 <https://www.linkedin.com/in/christian-flanagan-0a1215343>
🌐 <https://www.flanagansweb.com> 📍 York, Pennsylvania



SUMMARY

A passionate technologist with extensive experience in web development, multimedia production, and data center operations, demonstrating a strong commitment to leveraging technology for effective solutions. Enthusiastic about supporting technological initiatives and adept at collaborating in agile environments. Known for effectively managing complex systems and providing top-notch customer support, driven by a desire to enhance user experiences and deliver innovative educational and technological solutions.

EXPERIENCE

06/2017 - 06/2024

Centennial, CO

Batch Monitor

Fast Enterprises

Providing turn-key data centers for Cities, States, and Nations used to store DMV, UI, and Revenue data.

- Monitored batch processing jobs during 12 hours shifts on the weekends
- Communicated with clients in the event of job, network, or hardware issues and sent out completion reports
- Monitored worldwide network and server health and find the right person when an issue occurred
- Used Active Directory and Okta to unlock accounts and create new credentials for employees
- Set up laptop and desktop computers for training sessions
- Install and configure operating systems and software on new hardware

02/2012 - 06/2017

Centennial, CO

Web Developer II

Pearson Education

Provides a wide range of educational products and services, including learning materials, assessments, and digital platforms.

- Member of a small Agile software team developing online education and training courses
- Performed front-end development and server administration
- Proof-read text and edited photography, audio, and video
- Launched 'Nursing Neighborhood 2.0,' a SCORM compliant nursing career survey course that Pearson leases to universities
- Developed 'Dream Fearlessly' course for American Family Insurance
- Created SCORM compliant 'Blueprint for Facebook' that taught small business owners how to launch and maintain targeted advertising campaigns on Facebook

01/2011 - 11/2011

Centennial, CO

Senior Software Developer

Gentech, LLC

Fintech start-up company developing a software application for stock and bond trader fee and bonus management.

- redesigning and programming the user interface
- conducted usability testing

08/2009 - 12/2010

Centennial, CO

User Experience Engineer

Comcast Media and Technology Center

Streamlining video operations for broadcasters and content providers, offering comprehensive global video delivery, distribution, and monetization.

- Maintained and updated Flash/Flex B-to-B applications developed for purchasing commercial spots for future programming
- End-users purchased and downloaded high-definition video files for broadcast

06/2008 - 03/2009

Denver, CO

Web Developer

Digital Media Communications

Uses electronic technologies and the Internet to create, distribute, and manage text, audio, video, and graphics information.

- Create new Flash advertising widgets for clients from requirements documents
- Upgrade middle-tier PHP code from procedure and object-oriented to improve performance and maintainability
- Expanded capabilities of administration interface to give end-user greater control of their content

EXPERIENCE

07/2003 - 06/2008

Englewood, CO

Multimedia Developer

Jeppesen, a Boeing Company

A wholly-owned subsidiary of Boeing that provides navigational information, operational planning tools, and flight planning products and software for the aviation industry.

- Trained aviation and marine vehicle operators to use digital cockpit devices for communication and navigation
- Created CD's for inclusion with NavSuite and Electronic Flight Bag software application facilitating end-user transition to new versions
- Produced Cirrus Transition Training for pilots purchasing their crystal cockpit aircraft
- Built a Flash platform for creating SCORM compliant CBT, WBT, and software simulations

07/2002 - 05/2003

Englewood, CO

Training Application Developer

Great-West Life

A US-based insurance and financial services company, primarily known for its retirement savings plans.

- Designed and developed a suite of Adobe Flash-based online training courses
- Helped end-users transition to the SAP business application
- Created a SQL Server database and web page for employees to sign up for courses and track their completion

04/2002 - 07/2002

Englewood, CO

Instructional Designer

Percepta E-Learning

05/2001 - 10/2001

Denver, CO

Advertising Production Manager

Indigio Group

10/2000 - 04/2001

Scottsdale, AZ

Training Application Developer

Intel Corporation

11/1999 - 09/2000

Scottsdale, AZ

Training Application Developer

Vodavi Communications

Provided affordable and scalable telephone systems for small and medium-sized businesses.

- Produced product documentation
- Created computer-based installer certification training for Voice-Over-IP product line

08/1999 - 10/1999

Avon, CO

Information Architect

Agency.com

07/1993 - 07/1999

Denver, CO

Instructional Designer

Multimedia Learning

A company specializing in designing and delivering custom e-Learning solutions.

- Developed the 'Teller in a Box' product for First Union Bank which enabled them to FedEx packages with CD-ROMs and laptops anywhere for local teller training
- Reduced First Union's training time from three weeks to five days and eliminated the need for new hires to travel for training
- Rebranded 'Teller in a Box' for People's, MBNA, and other banks for their new teller training
- Produced computer-based training for telecommunications, transportation, finance, and construction

01/1977 - 12/1982

Patuxent River NAS, MD

Photographer/Film/Video Specialist

United State Navy

EDUCATION

09/2005 - 12/2007

Master of Applied Science - MAS, Computer Information Systems

University of Denver

09/2000 - 08/2001

Bachelor of Science - BS, Information Technology

DeVry Institute of Technology

09/1989 - 12/1991

Bachelor of Arts - BA, English (Classical Literature and Poetry)

California State University, East Bay

SKILLS

Adult Learning Theory	Task Analysis	Gap Analysis	Interviewing Subject Matter Experts			Storyboarding
Working with Cross-functional Teams		Instructional Design	E-Learning	Course Creation	Content Development	
Media Selection	Technical Writing	Copy Editing	Proofreading	Visual Aids	User Interface Design	
Image Editing	Video Editing	Graphic Design Principles		Learning Management Systems		Storyline
			Rise			
Captivate	Camtasia	Flash/Flex	Authorware	Microsoft Office	Adobe Creative Cloud	Google Workspace
SharePoint	Trello	Jira	Confluence	MySQL DB	Javascript	ActionScript
					PHP	Python
						SQL
						XML
XSLT	HTML	Cascading Style Sheets (CSS)		Web Server Applications (Apache, LightSpeed, Nginx)		

COURSES

Create Responsive HTML5 e-Learning with Articulate 360 Rise	Create e-Learning Courses with Articulate Storyline 360	Adobe Captivate Fundamentals 2019
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INTERESTS

 Bluegrass Mandolin Picker and Vocalist