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## WORK EXPERIENCE

**Brooklyn Digital Foundry** *Brooklyn, NY* Jul 2009 – Present

- Lead Project Coordinator; Establish project timelines, manage workflow to meet internal and external deadlines, field client requests while managing scope.
- Craft end-to-end strategies across online and offline channels (web including mobile, social media, communication, print)
- Develop new business leads; draft proposals including scope, schedule, and budget.
- Architect of website backend using proprietary **CMS** built with **PHP** and **MySQL**; assist website front-end construction using **HTML**, **CSS**, **JavaScript**, and **jQuery**.

**IBM Global Business Services** *New York, NY* Feb 2008 – Apr 2009

- Package Solution Consultant; Worked with clients to redesign and solution architect supply-chain processes for large-scale **ERP** implementations specifically using **SAP**.
- Used **Confluence enterprise wiki** to track project progress and interact with other project members.
- Headed implementation of Confluence wiki for improved communication during IBM's own global **SAP** implementation.

**IBM** *Cambridge, MA* (Summer internship + while attending Clarkson U. in fall) Jun – Dec 2007

- Created interactive, customer-focused wikis for IBM Lotus products.
- Utilized **HTML**, **CSS**, and **Confluence enterprise wiki** mark-up in constructing wikis.
- Wikis are used to interact with customers through web forms and article comments.
- Wikis allow customers to customize product documentation and suggest best practices.

**IBM** *Austin, TX* (Summer internship + while attending Clarkson U. in fall) Jun 2006 – Feb 2007

- Deliver dynamically-customized, technical information using a form-based interview process.
- Develop GUI for interview using **HTML**, **CSS**, **JavaScript**, and **Adobe Photoshop**.
- Tag and organize technical data using **DITA XML** for inclusion in interview results.
- Use **XSLT** to transform **DITA XML** into **HTML** for end user.
- Utilized **Confluence enterprise wiki** to track project progress and interact with stakeholders.

## SKILLS

**API** Facebook, Google Maps, Twitter

**Desktop Applications** Adobe Illustrator, Adobe Photoshop, Adobe InDesign, IBM Websphere Business Modeler, Lotus Notes (7.0+), Microsoft Office, SAP R/3

**Languages** CSS, DITA XML, XHTML, JavaScript, jQuery, PHP, SQL, XSLT

**Operating Systems** Linux, Mac OS X, Windows XP

**Web Applications** Apache Server 2.2+, Drupal 6+, Google Apps for Business, MySQL 5.0+, phpMyAdmin, Wordpress 2.9+

## EDUCATION

**Clarkson University** *Potsdam, NY* Sep 2004 - Dec 2007

Bachelor of Science in Communication & Media, Minor in Business Administration.

## ADDITIONAL INFORMATION

**New York Digital District (NYDD)** Member of establishing group

- Contributing member of group working to establish DUMBO, Brooklyn, NY as the New York Digital District.
- Craft NYDD's web, social media, and communication strategies.

**Digital DUMBO** Member of organization committee

- Assist in organizing monthly Digital DUMBO event, bringing together New York's digital industry members for company showcases and networking opportunities.

**Clarkson University Alumni Council**

Sep 2008 – Present

- Attend bi-annual meetings to make important University decisions surrounding campus life, campus programs, and financial donations by the Council.
- Increase alumni participation in New York City-based University events.

**Clarkson University New York City Chapter President** *New York, NY*

Sep 2008 – Present

- Organize local alumni for periodic networking events.
- Increase alumni participation in local events.

**Content Management Strategies / DITA North America Conference** *Boston, MA*

Mar 2007

- Co-presented successes of IBM (Austin, TX) project; delivering dynamically customized, technical information.

**REFERENCES**

Available upon request