

Chloe Parks

Internet Developer, Project Analyst

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STRENGTHS

- ♥️ **Accessible delivery**
Accessibility reviews became part of release work, helping teams catch keyboard, document, and labeling issues early.
- 🗣️ **Stakeholder translation**
Clinical and program conversations became clear specifications, giving technical teams a shared path from need to release.
- ☰ **Service operations**
ServiceNow intake grew more orderly through practical categories, routing, SLA tracking, and resolution notes that leaders could trust.
- 🔒 **Privacy aware innovation**
An AI search prototype moved forward carefully, with prompt controls and evaluation cases protecting sensitive information.
- 👥 **Editor enablement**
Training sessions made CMS publishing feel manageable, and content owners gained confidence with accessibility and approval steps.

SKILLS

Drupal CMS Administration
Multisite CMS
Responsive Web UI UX
CMS Migration ServiceNow
Ticket Triage SLA Reporting
WCAG 2.1 AA Section 508 HIPAA
Secure APIs EHR Integration
Agile Project Management
Requirements Gathering

SUMMARY

Internet developer and **project analyst** with five years delivering accessible, secure public websites and digital services for health and community programs. Leads Drupal administration, multisite content operations, responsive web UI and UX, ServiceNow intake, secure API integration, **accessibility remediation**, and privacy aware delivery. Translates needs from clinicians, program leaders, communications teams, legal partners, and nontechnical staff into clear specifications, implementation plans, SOPs, **publishing workflows**, and reliable releases. Manages small and mid sized initiatives through agile and hybrid methods, balancing scope, schedules, governance, security, usability, and **site reliability**. Builds trust through practical documentation, editor training, audit trails, SLA reporting, and measured production support. Applies GitHub Copilot, Azure OpenAI, prompt engineering, and privacy conscious AI orchestration to useful internal prototypes that support better digital services.

EXPERIENCE

Senior Web Developer, Project Analyst

HarborPoint Community Digital 📅 January 2024 - Present 📍 Arlington, VA

Leads Drupal delivery, content governance, ServiceNow operations, accessibility assurance, secure integrations, and AI experimentation for public community service websites. Owns project coordination, technical decisions, documentation, stakeholder communication, and production readiness across several programs.

- Led Drupal delivery for community services pages, coordinating **templates**, roles, workflows, and releases across programs.
- Directed **CMS migration** by mapping legacy structures into governed content types, validating links, metadata, and ownership.
- Ran ServiceNow intake with categories, SLA targets, routing logic, resolution notes, and audit ready ticket histories.
- Audited webpages, PDFs, and multimedia against **WCAG 2.1 AA** and **Section 508** before public release.
- Developed **secure APIs** for service directory data, documenting authentication, errors, privacy controls, and integration behavior.
- Managed **Azure OpenAI** search prototype, limiting sensitive data exposure and presenting evaluation findings to leadership.

Web Application Developer, Health Services

BlueHeron Health Systems 📅 May 2022 - December 2023 📍 Richmond, VA

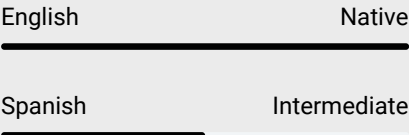
Built responsive Drupal experiences and secure integrations for patient education and community health programs. Partnered with clinical, communications, administrative, and technical teams on requirements, HIPAA aware delivery, publishing governance, accessibility work, and iterative releases.

- Built responsive **Drupal** interfaces for patient education, translating clinical needs into deployable features and content structures.
- Applied **HIPAA** aware design practices to health data integrations, documenting flows and coordinating security review before release.
- Integrated secure REST APIs with EHR connected services, testing authentication, validation, errors, and approved presentation.
- Created publishing **SOPs** that clarified permissions, review steps, accessibility checks, and release responsibilities for editors.
- Used agile planning and issue tracking to deliver enhancements, defect fixes, and **accessibility remediation** on schedule.
- Introduced **GitHub Copilot** for scaffolding and tests, pairing suggestions with code review, **security** checks, and validation.

Web Developer, Project Coordinator

Capital Region Public Services Lab 📅 July 2021 - April 2022 📍 Fairfax, VA

LANGUAGES



MY CAREER



- Senior Web Developer, Project Analyst at HarborPoint Community Digital (2.8 Years)
- Web Application Developer, Health Services at BlueHeron Health Systems (1.6 Years)
- Web Developer, Project Coordinator at Capital Region Public Services Lab (9 Months)

Supported public service websites through requirements analysis, CMS configuration, ticket **triage**, accessibility remediation, editor education, and operational **reporting**. Converted program needs into practical specifications while preserving governance, ownership, and clear approval paths.

- Delivered website enhancements by converting program needs into page specifications, acceptance criteria, and implementation tasks.
- Configured CMS **templates** and structured content for service programs, preserving ownership and approval paths.
- Triaged web issues through ticketing workflows, documenting defects, priorities, resolutions, and accessibility concerns.
- Audited pages against WCAG and **Section 508**, correcting semantics, keyboard access, labels, and document issues.
- Prepared monthly reports covering ticket status, site availability, remediation progress, and publishing activity for program leads.
- Created **editor training** materials and led sessions on CMS publishing, accessible content, and escalation procedures.

PROJECTS

Privacy Aware AI Search Prototype 📅 2024

A useful search idea began with a sensitive question: how could staff find content without exposing protected information? Built an Azure OpenAI prototype with prompt controls, evaluation cases, privacy limits, and leadership review.

Community Services CMS Migration 📅 2023

Old pages carried useful information but inconsistent ownership. Mapped content structures into governed Drupal types, checked links and accessibility, and established publishing controls for a cleaner public service experience.

LEADERSHIP & AWARDS

- Recognized by program leadership for dependable accessibility remediation and clear public content governance.
- Selected to present privacy conscious Azure OpenAI prototype findings to technical and program leaders.
- Trusted by peers as a practical resource for Drupal publishing, ServiceNow intake, and accessible content review.

EDUCATION

Bachelor of Science in Computer Science

George Mason University 🎓 GPA: 3.5 📅 2021 📍 Fairfax, VA

Coursework: Web development, database systems, software engineering, information security

CERTIFICATIONS

- Certified Professional in Accessibility Core Competencies 📅 2025
- Microsoft Certified: Azure AI Fundamentals 📅 2024

TECHNICAL SKILLS

- **Content Management Systems:** Drupal, multisite architecture, templates
- **Service Management:** ServiceNow, ticket triage, SLA reporting
- **Accessibility Standards:** WCAG 2.1 AA, Section 508, CPACC
- **Web Development:** Responsive UI, UX design, HTML
- **API Integration:** REST APIs, secure APIs, authentication
- **Health Technology:** HIPAA, health data security, EHR systems
- **EHR Platforms:** Epic, Cerner, eClinicalWorks
- **Project Delivery:** Agile, hybrid project management, requirements gathering
- **Artificial Intelligence:** Azure OpenAI, local LLMs, AI orchestration
- **Developer Tools:** GitHub Copilot, VS AI Assist, code review
- **Content Governance:** Publishing workflows, approval checklists, content calendars

- **Documentation:** Technical specifications, SOPs, audit trails

PROFESSIONAL AFFILIATIONS

- Association of Internet Professionals, member focused on accessible digital service delivery.
- Health Information and Management Systems Society, participant in health technology and privacy discussions.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST