

CHRISTOPHER LYONS
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"Christopher (Chris) Lyons, as one of the Wilkes-Barre based developers, greatly exceeded expectations by going above and beyond during the PO Boxes Online (POBOL) applicable redesign project. He was the overall technical lead for design, development, integration and deployment activities. He applied advanced state-of-the-art design elements while combining them with USPS and industry standards. In addition to applying his highly advanced design and development skills, he mentored fellow team members, recommended and coordinated design changes for integrating applications, and showed extreme dedication to the timely success of the project. For months Chris worked over-time, where there were many successive weeks without days off. Since the Wilkes-Barre Solutions Center has the vast majority of USPS.com applications, it has acquired in-depth USPS.com business knowledge and technical expertise. Consequently, Wilkes-Barre was requested to lead the project, despite the application being under the San Mateo Solutions Center since inception. The Wilkes-Barre development resources were challenged not only to meet an aggressive timeline, but also had to learn an application they had no previous exposure to. They also needed to get access to all of the project's resources and environments, and configure their development environments for the new application. The project from a business perspective was to update the user experience to match the other USPS.com apps, as well as implement updated business logic. However, the development team quickly realized that the application was overwhelmed with technical debt, so in order to reduce current and future risk for the project, the application almost totally rewritten. These positive outcomes were accomplished with the project being completed on time, and utilizing less funds than had originally been earmarked for a vendor to perform the development. The production release received customer VP praise, and was implemented without issues despite many application, environment and data complexities. For the first time in a number of years the application now conforms to USPS.com standards for user experience. This has improved the overall customer experience across USPS.com, which in turn has increased customer satisfaction, and will continue to positively impact revenues. Additionally, since the application's technical debt has been drastically reduced, there will be reduced risk and effort associated with future maintenance and enhancements. I would like to recommend an award for Chris' outstanding achievement and contributions to the United States Postal Service "