

# Abigail Francis

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## Objective

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Find a software application development position within an organization seeking someone with excellent communication skills, with experience in the collection and analysis of user requirements, and passionate about creating successful, user-friendly software applications.

## Certifications

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### Microsoft Certified Application Developer

**Oracle PL/SQL Developer Certified Associate** – Currently pursuing this certification: passed 1 of 2 required tests.

## Technical Expertise

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### Scripting & Programming Languages

ASP.NET	C#	JavaScript	VB
.NET 1.1 / 2.0	CSS + positioning	VBScript	XML
PL / SQL	XHTML	ASP 3.0	PHP
Java (Applets)	VBA	RPG / CL	

### Database

SQL 6.5, 7.0, 2005	Oracle 10g	MySQL	
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## Experience

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### IT Specialist – Application Development | Southwest Power Pool | Little Rock, AR | *June 2005 - present*

- ▶ Responsible for the timely completion of development, implementation, and support of software applications and databases that ensure the maintenance of continuous electric reliability in the Southwest Power Pool region.
- ▶ Develop Windows and web based applications and services using **C#, ASP.NET, SQL, and Oracle**.
- ▶ Analyze and design software after determining customer requirements following established software development life cycle methodologies.
- ▶ Develop documentation for new and existing systems. Provide training to other personnel.

### User Support Specialist | Arkansas State Crime Laboratory | Little Rock, AR | *Jan. 2004 – June 2005*

- ▶ Redesigned [www.arkansas.gov/crimelab](http://www.arkansas.gov/crimelab) to reflect current web standards using **XHTML** and **CSS** positioning and ensuring validation with **Section 508** regulations and XHTML 1.0 specifications.
- ▶ Responsible for development and support of the intranet.
- ▶ Provide weekly group training sessions on Microsoft programs and in-house software applications.
- ▶ Support in design, debugging, and maintenance of Visual Basic programs and VBA macros.
- ▶ Assist in monitoring network activity and laboratory computing needs.

### Document Examiner II | Department of Human Services | Arkadelphia, AR | *Feb. 2003 – Dec. 2003*

- ▶ Maintained client files and examined applications and documents for errors.
- ▶ Entered confidential information in state systems, ANSWER and AASIS.
- ▶ Updated office form templates and maintained documents using Microsoft Word and Excel.
- ▶ Assist staff with general computer and office equipment related issues.

### Database Admin, Sales Support | Wireless Technologies | Cherry Hill, NJ | *Jul. 2000 – Oct. 2002*

- ▶ Created and maintained an inventory and accounts receivable web application using **Access 2002, SQL, ASP, HTML, VBScript, and JavaScript**.
- ▶ Performed regular maintenance and software installations on office equipment as necessary.
- ▶ Responsible for activating lines of service with a variety of cellular carriers.
- ▶ Assisted customers and sales agents with technical service issues.

## Education

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### Bachelor of Science in Business Information Systems | *John Brown University – Siloam Springs, AR*

This program focused on the skills necessary to bridge the gap between an organization's information technology department and its strategic management team.

### Computer Programming with Web Design | *Cittone Institute - Mt. Laurel, New Jersey*

This 600 hour program focused on software analysis, design, and construction using Java, SQL, and ASP.