Mark Francisco

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FULL-STACK WEB DEVELOPER

As a web developer with experience at the intersection of business and tech, I have worked with many groups of people, ranging from business leaders to developers. I have held several client-facing roles, where I have been counted on to listen to what users are looking for and drive projects forward. I have learned how to communicate both the technical and the big-picture and am comfortable switching between the two. I am eager to be part of a team where I can share knowledge and learn from others.

SKILLS

Technical: Ruby, Rails, Vue.js, Node.js, JavaScript, HTML, CSS, Bootstrap, SQL, PostgreSQL, Git, Object-Oriented Programming
Additional: Spanish, Power BI, Excel, NetSuite

EDUCATION

Actualize Coding Bootcamp
Certificate in Full-Stack Web Development   *January 2021 - May 2021*
- **Travel Bug:** Built a full-stack web app to facilitate the collaborative planning of vacations. UI interface allows users to designate multiple owners to add and track details of a shared trip. App built with a Vue.js front-end, Ruby on Rails back-end, PostgreSQL database, and integration with the Mapbox API.
- **Bootcamp:** Learned fundamentals of full-stack web development in areas of project architecture, back-end, front-end, RESTful routing, database schema design, wireframing, and the effective self-teaching of new technologies.

Indiana University - Bloomington
Bachelor of Science in Business   *August 2014 - May 2018*
- **Major:** Marketing/Business Analytics; **Minor:** Spanish
- **Honors:** Business Honors Program, Hutton Honors College, IU Founders Scholar, Delta Sigma Pi Business Fraternity

EXPERIENCE

Kenway Consulting
Management Consultant   *August 2018 - January 2021*
- Served as a scrum master for teams of 10-12 people to document and track project scope and ensure adherence to business timelines and functionality requirements.
- Scheduled and ran weekly check-ins with project sponsors to communicate status, risks, and dependencies across teams.
- As a business analyst, listened to and assessed leadership needs, helping define direction of development efforts of up to 12 months in length and composed of 100+ user stories.
- Created Power BI dashboards to track internal company recruiting data, inclusive of requirements gathering, SQL query creation, end-to-end testing, and end user training.
- Administered customer relationship management platform, handling 30 support tickets per month, building custom forms and workflows, and writing technical documentation to deepen company's knowledge of underlying implementation.
- Built front-end components using HTML, CSS, JavaScript, and Bootstrap for client web application.
- Wrote SSIS workflows to generate and transfer csv files containing formatted client data that was required on a daily basis.
- Drafted, edited, and published all-company communications. Consolidated ad hoc requests into monthly newsletter to reduce administrative burden, increase productivity, and minimize interruptions to employees during peak hours.
- Documented internal procedures, including steps for client onboarding and invoicing, in order to improve efficiency and standardize processes for new team members.

AArete
Analyst Intern   *May 2017 - August 2017*
- Produced slide decks outlining strategic sourcing opportunities for use in client presentations.
- Analyzed spend data for a healthcare payer to identify various cost-saving opportunities totaling $3.5-$6M.
- Created report dashboard in order to detail prior authorization requirements for different procedural terminology codes.
- Delivered $80K in direct savings to client by collaborating with providers to optimize contracts.

Arthur J. Gallagher & Co.
Sales Intern, Gallagher Bassett   *June 2016 - August 2016*
- Researched and evaluated insurance gaps and needs of 40 public-sector prospects to generate leads for account manager.
- Worked with 2 other team members to write and present a mock sales pitch of core services to senior leadership.
- Presented about various claims management topics on a weekly basis to a group of 30 employees and interns.