

Don Francis

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Software Engineer with a long history of crafting and optimizing custom software solutions. Adept at using deep technical expertise and a forward-thinking approach to drive innovation and deliver impactful results. Develops testable software with quality, performance, and maintainability in mind.

Professional Experience

Senior Software Engineer

Bunzl Distribution/Schwarz Supply Source, St. Louis, MO | Apr 2010 – Jan 2025

- Full Stack .NET Developer designing, developing, and maintaining both front-end and back-end applications. Leverages domain knowledge to offer strategic solutions, solve problems, and address underlying business issues.
- Experience with a wide variety of languages and tooling:
 - Back-end and RESTful API development with C#.NET and MSSQL
 - Front-end frameworks including AngularJS, JQuery, Bootstrap
 - Scripting languages including Javascript, Typescript, Python, Powershell, BASH
 - Source control with Git, GitHub, TFS
 - ORM with Entity Framework
 - Unit testing with MSTest and NUnit
 - IDEs and other utilities including Visual Studio, VS Code, Rider, SSMS, Postman, Fiddler, curl
 - Azure Cloud Services and their associated utilities: App Services, Service Bus, Storage, Containers, Data Factory, Function Apps and Logic Apps, Application Insights
 - With my experience and by following software development best practices, can quickly adapt to new or unfamiliar languages and technologies to meet business requirements
- Experience as acting team lead in a Scrum environment, coordinating all sprint ceremonies and managing team dynamics. Used Azure DevOps for project and sprint/capacity planning, work item tracking, source control, CI/CD and ensuring effective project management and delivery. Communicated with stakeholders across the business to align project goals and address business needs.
- Serves as a mentor for junior engineers, using my experience to provide guidance, answer questions, and support technical peer reviews.
- Collaborates effectively with project management, QA, and operations teams through email, instant messages and virtual meetings. Proven track record of success in a fully remote environment.

Software Engineer

Physicians Interactive Holdings LLC, Libertyville, IL | Aug 2008 – Apr 2010

- Developed and maintained 10-15 interconnected web and Windows applications, using C#.NET, Classic ASP, VB6, XML, and SQL Server, that supplied pharmaceutical information to over 150,000 medical professionals.

- Estimated project timelines and worked with business analysts and project managers to develop requirements and technical specifications. Ensured high system reliability and customer satisfaction by troubleshooting and resolving application and data issues.

Software Engineer

Trio Health LLC, Chicago, IL | Oct 2006 – Apr 2008

- Contributed to the development and maintenance of the online patient medical record application used by over 1,500 executives and hospital staff. Managed the executive health program system, including appointment scheduling, automated email communication, CRM, and reporting systems, using Classic ASP, ASP.NET, C#, XML Web Services, and SQL Server 2005.
- Maintained and updated production, development, and database servers, as well as the company website.

Web Developer

Physicians Interactive, Libertyville, IL | Feb 2004 – Oct 2006

- Developed and enhanced educational programs for medical professionals about pharmaceutical products. Coordinated with editors, developers, program managers, and graphic artists to meet evolving client and regulatory requirements.

Skills

Languages: C#, Javascript, Typescript, Python, Powershell, BASH, PHP, VB, Classic ASP, T-SQL

Databases: MSSQL, PostgreSQL, CosmosDB, MySQL

Frameworks: .NET 2.0+, MVC.NET, ASP.NET, .NET Core, AngularJS, JQuery, Bootstrap

Tools: Visual Studio, VS Code, Rider, SSMS, Postman, Fiddler, curl, Entity Framework, LINQ, Git, GitHub, TFS, MSTest, NUnit, Moq

Cloud: Microsoft Azure Cloud App Services, Service Bus, Storage, Containers, Data Factory, Function Apps and Logic Apps, Application Insights

Methodologies: Agile, Scrum, Waterfall

Education

Bachelor of Science in Operations Management and Information Systems

Northern Illinois University, DeKalb, IL | Aug 1999 - May 2003

Graduated Cum Laude | Major GPA: 3.8/4.0 | Dean's List, 5 semesters