Mark Norman Francis

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The canonical version of my CV/résumé can be found at   hire.marknormanfrancis.com   and contains more content than this version, which is dated August 2017.

I am a "full stack" developer, good at working with...

People

I am a published author; a British Computer Society accredited trainer; am experienced at hiring and team building; I speak at and have run conferences; a technical lead on several projects; and I spend time mentoring the people I work with.

Front end code

I am proficient in writing semantic and accessible HTML; proficient in writing maintainable and responsive CSS; and very familiar with JavaScript and progressive enhancement.

Back end code

I have worked with python and Django since 2008; have a wide range of experience of data storage technologies; am experienced with HTTP including RESTful APIs and URI design; I am a (reformed) two decade long perl programmer; and previously used PHP between 2004-2010.

Servers

I have experience of different configuration management tools; have deployed software to many environments; run my own servers; was a campus systems administrator between 1993-2000; and participated in the Yahoo security team.

Current working

Freelance, 201 Created (since April 2009)

Most recently I have been doing ops at the Money Advice Service, including improving their monitoring, replacing their CI system with Jenkins, updating old puppet code, and preparing their infrastructure to make use of docker and kubernetes.

Before that I was helping dstl (a part of the Ministry of Defence) develop a django application for collaborating on finding and using links to tools (internal and external).

Other work includes helping relaunch Pando (a web publication covering technology, Silicon Valley, startups), taking it from Wordpress VIP to a django CMS with an entirely new design; and working at Linden Lab on two projects—a back end rewrite of inline code into web services to support scaling, and helping implement their new international billing system.

Co-founder, /dev/fort (since January 2008)

/dev/fort is a regular retreat where a team of web and technology professionals concentrate on solving a single problem in one week. I co-organise and run the event, participate in writing both the back end django and front end code, tutor people, and cook large meals.

Previous employment

Founder and Technical Lead, Balloon Studios (July 2014–April 2015)

Working on-site for Marks and Spencer on a project to showcase the use of agile methodologies, continuous integration, responsive web design and accessibility to deliver a prototype solution built upon their APIs to help staff working in call centres.

The prototype quickly expanded from a sample user base to be across all centres, and reduced average handling time by 10%.

Technical Lead, Government Digital Service (July 2012–March 2014)

I was the technical lead on two major projects: redirecting all traffic from Directgov and Business Link to GOV.UK as the site first launched on October 17, 2012, and creating the Performance Platform (public dashboards for government services).

Founder and Head of Web Development, Artfinder (August 2010–July 2012)

Built most of the front end of the original Artfinder website and some of the back end. Also intermittently ran sprint planning and retrospectives, and trained and mentored team members in front end skills.

Web Developer to Manager to Front End Architect, Yahoo (June 2004–December 2008)

As a web developer at Yahoo, I worked on and launched over fifteen sites and properties, in multiple languages, including the Olympics 2004, expert coverage of the World Cup 2006, and the Yahoo homepage.

I then managed and was lead developer for the team responsible for all Entertainment (TV, Games, Videogames, etc) media properties for Yahoo across Europe.

Finally, as Front End Architect I represented the web development team within the European business, defining and refinding best practices and coding standards, assisting in the start of new projects, evaluating new technologies and platforms, running training and development conferences, and evangelising both internally and externally.

Senior Programmer, Formula One Management (May 2002–October 2002)

I worked on the formula1.com website, performing systems administration, website development, and was on-call during live race events. Major deliveries included: a PostgreSQL database backed custom mailing list management interface and delivery mechanism (for a 250,000 strong newsletter sent out over race weekends); hands-off setup of front-end servers; automated site production tools for the editorial team.

Senior Programmer, Purple Interactive (May 2000–May 2002)

I worked as a combination system administrator, programmer and web developer, handling clients directly to determine and fulfil their requirements.

Projects I worked on included: a complete redesign of Barclays internet banking; assisting Barclays with the implementation of an intranet (delivered with Interwoven TeamSite CMS); wrote a page generation system to rapidly build websites in multiple languages; developed interactive applications for the formula1.com website.

Systems Programmer, City University Business School (November 1993–May 2000)

I was responsible for administration and maintenance of every computer resource available to students and staff.