

MELISSA H. M. LAWSON

OBJECTIVE

My goal is to expand my knowledge, and utilize my logic, and apply outside of the box solutions to previously unsolved issues. I am seeking a challenging and rewarding position in the application development field.

EXPERIENCE

Programming Languages and Technologies

<i>Language/Technology</i>	<i>Project/Usage</i>	<i>Experience</i>
HTML	Web site Development	14 years
Visual Basic	Database	7 years
SQL	Application Development	7 years
ActionScript 3.0	Web/Application Dev.	7 years
CSS	Website Design	6 years
XML	Web Services	6 Years
PHP	Website Development	5 years
PowerBuilder	Application Development	1 year
C#	Application Development	1 year
SOAP	Webservice protocol	1 year
Python	Application Development	1 year

2012–Present *CareStream Dental* Atlanta, GA

WinOMS Application Developer

- Develop solutions and features for Oral Surgery Practice Management Server/Client application with a SQL Sybase backend.
- Document development tasks, acceptance criteria, and unit tests.
- Maintain and update 3rd party integrations as well as internal integrations such as eServices and NextGen mobile applications.
- Work closely with QA to deliver solutions in an efficient and timely manner.
- Continually resolve top 20 issues and enhancement requests as reported by support.
- Developed iOS mobile app integration feature for WinOMS application via consuming a SOAP webservice.

2007–2012 *CareStream Dental* Atlanta, GA

Quality Assurance Specialist

- Tested applications: Orthotrac, Ortho and OMS Imaging, Softdent, Practiceworks, WinOMS, eReminders, and Pearl in both Agile and Waterfall Software Development Life Cycles (SDLC).
- Validate issue resolutions provided by development team.
- Create and execute performance and regression tests.
- Work closely with the development and support teams to determine best course of action for major changes in future releases.
- Work closely with third party vendors to update them on any issues encountered during testing.

- Developed integration program for a 3rd party product for use by Australian clients (VB6/XML).
- Developed Interactive Flash (ActionScript 3.0) PEARL Demo for Orthotrac User's meeting and conferences.

2004–2007 *CareStream Dental* Atlanta, GA

Technical Support Analyst <-Specialist <-Representative

- Resolved support issues using SQL Queries.
- Updated existing Code of the Day program for support use to include Fingerprint Scanning codes.
- Developed applications OrthoToolBox, OrthoExo, uFixAWPS, uFixRoll, UpdateSnap, uListEnvironmentVariables for support to resolve highest call issues, and aid in troubleshooting.
- Implemented Sharepoint site for all TSA's that includes tools and reference materials.
- Moved from support representative to specialist to analyst in under two years, through self training, determination, and mentorship.

1997–Present *iZe Web Design* Kennesaw, GA

Designer/Developer/Owner

- Design, develop, and update framework for new and existing websites based on client specifications.
- Improve Search Engine Optimization of websites.
- Design logos and print marketing materials based on client specifications.
- Utilize latest web trends and accommodate website projects to suit the current market.
- Implement Social Networking tools for clients businesses.
- Websites Designed– iZeWebDesign.com, DivaDuctTape.com, GloryFest.net, UrbanCityAnglers.com, Getagiraffe.com, Fishanistas.com, PleaseLaff.com

SOFTWARE

Databases

- Access 97-2007, Act!, Dbase II, SQL Server 2000/2005/2008, Sybase, Pervasive

Web/Graphics

- Adobe Illustrator CS4, Photoshop CS4, Flash CS4, Gimp 2.0, Corel Draw

Other Applications

- MS Office 97-2010, Lotus Notes, Quality Center, Quick Test Pro, Borland CaliberRM, SAP, Rally, JDA, VMware, Borland StarTeam, MS Visual Studio, MS Visual Web Developer