

# Abby Fichtner

## Developer Evangelist

New Hampshire, USA

blog ▪ <http://www.TheHackerChickBlog.com>

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Software Developer with 15 years designing & developing applications that work the way *users* work & exceeding expectations in the realm of what is possible. Consistently recognized for delivering project success through leadership & innovation. Passionate about improving software development through continuous learning, coaching, and teaching.

### PRESENTATIONS, PUBLICATIONS, OPEN SOURCE

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Software Development Blog, <http://www.TheHackerChickBlog.com>

Editor, In-the-SPIN Newsletter for the Boston Software Process Improvement Network

Developer, Silverlight Hyper Video Platform (Open Source Project:Silverlight, C#)

LINQ with WPF Tutorials (open source code C#), Code Project: <http://www.codeproject.com/KB/linq/linqtutorial.aspx>

Agile Development Practices: Presenting: *Concurrent Testing Games: How Devs & Testers Can Work Together*

Agile 2009 Conference: Presented Workshop: *Where Does Developer Testing End & Tester Testing Begin?*

Boston SPIN: Facilitated Roundtable: *Where Does Developer Testing End & Tester Testing Begin?*

Nashua ScrumClub: Facilitated Roundtable on *Pairing Programmers & Testers*

*My Unit Tests Are Purer Than Yours*, Java Lobby: <http://java.dzone.com/articles/my-unit-tests-are-purer-than-y>

*Your Unit Tests Should Mind Their Own Business*, Java Lobby: [java.dzone.com/articles/your-unit-tests-should-mind-th](http://java.dzone.com/articles/your-unit-tests-should-mind-th)

*Where Does Developer Testing End & Tester Testing Begin?*, In-the-SPIN: <http://j.mp/4yJOUE>

### WORK EXPERIENCE

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#### Developer Evangelist for Startups, Microsoft

March, 2009 to Present

Helps startups and small web design shops in the greater Boston area to kick ass using Microsoft's latest development technologies.

#### Solutions Development Community of Practice Lead, Number Six Software

May, 2004 to Present<sup>1</sup>

Led the Community of Practice across all of Number Six's developers, a role in which I reported directly to the CTO and was responsible for driving our organization's capabilities in state-of-the-art development practices through coaching, training, hands-on development projects and evangelism (company meetings, internal blogs, wiki).

Agile Player-Coach for a variety of customers, earning "*Outstanding Performance: Consistently Exceeds Expectations*" marks across the board for driving customer success; "*someone Number Six can place in almost any role and expect success*" for my ability to come in and solve problems that have eluded others.

- Developed a new, Rich UI for YRCW's 1000+ user Account Builder application following usage-centered, emergent design that fit how customers thought about the problem and that users "loved" (Java, SwingML).
- Led modernization of claim validation for Blue Cross's Claims Processing System, resulting in significant cost savings through reduction of defects, improved maintainability & training employees to maintain the software on own (Java).
- ScrumMaster/Architect for commercial matchmaking service. Worked with client to incrementally transition their legacy apps to Web 2.0 social networking sites while enhancing features and usability (.NET, C#, ASP, Ajax).
- Designed and developed web services for the Veteran Administration's MyHealthVet Portal, including Personal Health Records and Appointments that collated data from VA Hospitals (Java, Web Services, SOA, Portal, MDA).
- Created SOA-based strategy to align VA & DoD healthcare portals to save costs and reduce user learning curves through reuse and interoperability. Developed architectural prototype to demonstrate and prove out key elements; being used to successfully drive consensus to move forward across business & IT (JBoss Portal, Java, HTML/CSS).

#### Senior Principal Consultant, Oracle Corporation

Oct, 2002 to Apr, 2004

Application Development Lead for 25-person team in the creation of custom software for The Department of Homeland Security. This was a multi-million dollar, multi-contractor effort, led by Oracle. Team earned *Oracle Appreciation of Service award* for successfully delivering on time and winning follow-on work (J2EE, Oracle App Server, Struts, TopLink).

Responsible for gathering requirements, tasking all deliverables, and providing technical leadership over all design and development activities on this 200+ page, data-driven, web application throughout the 1 ½ year project.

- Provided technical guidance on design and development through design reviews and mentoring.
- Coached team on technical practices and coordinated quality assurance activities, resulting in an application that was better suited to customer needs, higher quality, and easier to maintain and evolve.
- Designed GUI to improve look & feel, resulting in a product that exceeded the customer's expectations.

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<sup>1</sup> Excluding 08/05 – 07/06, while at Spectrum Solutions Group building out their custom software division, which was successfully acquired by SRA.

### Principal Engineer, Lightningcast

Oct, 1999 to Oct, 2002

Lead developer and architect for this first-to-market, multi-tiered, distributed application that provided targeted audio and video ads embedded in streaming media. As one of Lightningcast's first employees, became company expert on streaming media technologies, authored white papers, developed proofs of concept to evaluate and recommend potential new projects, and served as chief technical point of contact to customers and partners, including Microsoft and AOL.

- Received *Strategic Innovations Award* for developing industry's 1st targeted ad insertion solutions for MP3, Windows Media, and RealNetworks; making LC the industry leader, eventually acquired by AOL.
- Received award for consistently leading and implementing successful, on-time releases, including the "Utopia" release which was Lightningcast's most comprehensive release in company history.
- Designed and developed architecture for this 15 component, distributed system that improved quality, performance, maintainability (C++, web & media player clients, Java & streaming servers, A/V encoders, Oracle).
- Created lightweight processes that improved quality and reduced time to market. Coordinated testing to ensure that product met quality standards. Built and maintained synergistic team environments by ensuring open communication.

### Lead Software Engineer, August Schell Enterprises

June, 1996 to Oct, 1999

Led the re-engineering of the company's flagship product, ezForecast, which was one of the industry's 1st full-featured web-based sales forecasting systems, and successfully purchased by MetrixPoint (Java, Servlets, JSP).

Designed and developed a variety of C/C++ custom software tools and applications, including:

- Ported cross platform libraries to Windows 95/NT. Libraries included: message/event processing, threads, network, complete set of graphical user interface objects including dynamically created dialogs and menus, low level graphics and video, file I/O, and various shell operations (Visual C++, Win32 API, COM, WinSock).
- X Windows engineering tool to be used for setting up and analyzing cellular phone sites (C++, Motif).

### Applications Developer, SpaceWorks

Jan, 1995 to June, 1996

Worked on one of the 1st B2B full e-Commerce web-based solutions, earning Gartner's "*Electronic Commerce Over the Internet*" award for "*the most effective leadership in furthering business activities on the Internet.*"

Produced custom suites of multi-platform, client-server, e-commerce applications (C++, SpaceTalk, Informix).

- Gathered customer requirements, designed and developed both client (Windows, Mac) & server (Unix) components.
- Solutions included a purchase order system for Panasonic, data acquisition software for pharmacies across the country, and a suite of member service applications for the International Council of Shopping Centers.
- Established multi-platform (Windows, Mac) graphical user interface standards, which were adopted company-wide.

### Computer Programmer, Booz-Allen & Hamilton

Jan, 1994 to Dec, 1994

Taught myself to program, received a secret clearance, and performed the following work for the US Army and the NSA:

- Developed instrumentation control, data acquisition software for determining radiation effects on integrated circuits.
- Developed Military Threat Database application to assist Army with decision making when presented with threats.
- Created customized installation program using low-level function calls to allow installation to successfully take place within a classified environment, even after Microsoft development support said this was impossible.

## EDUCATION

<b>M.S., Masters of Software Engineering</b> – University of Maryland, University College	2005
<b>B.S., Management Information Systems and Decision Sciences</b> – George Mason University	1994

Certifications: Certified ScrumMaster, Object Oriented Analysis & Design Solutions Designer, Requirements Management with Use Cases Specialist, Service-Oriented Architecture Associate

Professional Training: Lean Training, ScrumMaster Training, Agile Planning & Estimation, Agile Collaboration, Service-Oriented Architecture, Developing Web Services, Requirements Management, various tech conferences

## TECHNICAL SKILLS

Languages	C#, .NET, WPF, Silverlight, XAML, LINQ, LINQ to SQL, Win32API, COM, VisualStudio, Expression Blend, Resharper, NUnit, NHibernate
& Tools	Java, J2EE/JEE, HTML, CSS, XML, Ajax, JavaScript, Eclipse, JUnit, Hibernate, SQL, BPEL, C, C++
Types	Desktop Applications, Web Development, Multimedia Development (Audio/Video), Web Services
Techniques	OOAD, SOA, Emergent Design, Test-Driven Development (TDD), ATDD(FitNesse) User Stories, UI Design, Agile Planning & Estimation, Facilitation, Agile, Scrum, Lean, XP