CYNTHIA BROWN

WEB DEVELOPER

CONTACT:

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SKILLS OVERVIEW:

- Tools & Software: Adobe Photoshop, Dreamweaver, Azure DevOps, Visio, SQL, HTML/CSS, Web Accessibility (WCAG / Section 508), JAWS Inspect
- Business & Technical Analysis: Requirements Gathering, Functional Requirements, Agile (Scrum/Kanban), Waterfall, User Story Creation
- Testing & Support: UAT Coordination, Acceptance Criteria Definition, Defect Management, Job Aids, End-User Training & Documentation

EDUCATION:

Associate in Applied Science, Internet Programming
J. Sargent Reynolds Community College, Richmond, VA

Bachelor of Arts, Speech Communications
Old Dominion University, Norfolk, VA

OBJECTIVE:

Pursue opportunities as a Web Developer where my experience, skills, knowledge and abilities can be fully utilized.

RELEVANT EXPERIENCE:

Senior Web Developer/Webmaster, VDOT Web Section

Virginia Department of Transportation
June 2002 to June 2022

- Developed, administered and supported VDOT's project websites using Adobe Photoshop, HTML5, CSS, and JavaScript. Developed modern front-end user experiences. Configured enterprise content management systems, including templates, for use agency-wide to ensure consistent content. Created mobile first websites that were both responsive and ADA accessible based on WCAG 2.1 guidelines. Ensured user experience and information architecture is human-centered and user-friendly. Implemented Google analytics to evaluate digital experiences and guide technical and strategic decisions. Elicited requirements from agency stakeholders through discovery, development and design for web content on the agency's website.

Systems Analyst II - Tech Team Lead

City of Virginia Beach
July 2022 - Feb. 2024

- Provided onsite support for Housing division employees. Set up new computers and troubleshoot issues. Researched current technologies in computer systems to recommend solutions to user problems or needs. Oversaw migration of legacy systems from an on-premise platform to a SaaS cloud-based platform for the public utilities permit review process.
- Supported Accela users and stakeholders by gathering requirements for changes and updates. Performed analysis and developed specifications, documentation of functional and non-functional requirements, release notes and test scenarios. Demonstrated new features and functionality to other departments for possible adoption.
- Oversaw product updates and developed release notes, end user documentation, and training materials for end users and stakeholders. Interacted and communicated with department directors, chiefs, IT leadership, department liaisons, stakeholders, and customers. Analyze user requests for new or improved computer information systems. Developed portal site using Microsoft SharePoint and Business Apps tools.

Analyst, Systems Support and Compliance Team

Virginia Department of Professional and Occupational Regulation
Dec. 2025 - Present

- Conducted gap analysis on agency licensing platforms to evaluate existing system capabilities against WCAG 2.1 Level AA digital accessibility standards. Acted as a technical liaison between business units and development teams to translate legacy, paper-based licensing processes into efficient, digitized data workflows and user journeys. Processed and reviewed agency forms to ensure ADA compliance and accuracy in accordance with WCAG 2.1 guidelines. Collaborated with agency stakeholders to convert complex paper-based processes into streamlined, efficient workflows. Maintained and updated forms tracking system ensuring workflow is optimized for efficiency. Researched, interpreted, and applied applicable ADA federal codes and state policies to ensure appropriate implementation across platforms. Communicated effectively with internal departments and other agencies. Created professional correspondence, reports, and end-user documentation. Provided support to DPOR boards by addressing concerns and delivering solution-oriented outcomes.
- Tested and reviewed the agency's first online licensing system which migrated legacy paper processes to the PowerApps platform. Designed and administered a centralized SharePoint list architecture to capture, track, and manage cross-departmental document updates and system change requests.

Business Analyst II

Virginia Department of Education
Feb. 2024 - Nov. 2025

- Managed and designed both business and technical requirements throughout the Systems Development Lifecycle (SDLC). Created user stories and detailed acceptance criteria for core agency applications (EISTCP scholarship imports, grant systems). Conducted data analysis and root-cause defect investigations using SQL queries to extract datasets from relational databases, ensuring system enhancements met business rules. Developed and maintained complete system documentation, job aids, and end-user training materials to support agency stakeholders. Partnered with business sponsors, technical developers, and QA resources to coordinate User Acceptance Testing (UAT) and ensure system deliverables matched acceptance criteria.