

# NIKOLAS MICHAEL

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**Objective:** Obtain a full time position in front-end/UI development

## **HIGHLIGHTS OF QUALIFICATIONS**

- Experience in front-end design using vanilla HTML, CSS and JS
- Knowledgeable in front-end frameworks such as Bootstrap, Sass and React
- Front-end testing and SEO best practices
- Understanding of object oriented design principles and RESTful APIs
- Familiar with OWASP vulnerabilities and web security
- Back-end implementation using Node Modules, Git and Nodejs
- Graphic design knowledge using Photoshop, Illustrator and rendering 3D objects
- Installation of back-end infrastructure including servers and ethernet cables

## **EDUCATION**

### **Computer Programming Diplomas**

Seneca College – North York, Ontario

2016 – 2017

### **Code Bootcamp Certificate in Full-Stack Development**

Team Treehouse – Remote

2018

## **WORK EXPERIENCE**

### **Technical Support Representative**

Wordpress – Remote work

July 2020 – Current

- Handles incoming calls and live chat for product service
- Answer questions about WordPress plugins and WooCommerce
- Respond to customer emails through Freshdesk portal
- Guide customers with issues related to HTML, CSS or PHP
- Identify non-standard customer complaints and escalated issues to senior IT

### **Front-end UI Tester**

Freelance – Remote work

Feb. 2019 – Current

- Accurately implemented designs that came from design teams and clients
- Test the functionality of front-end scripts using UI tools
- Ensured all code conforms to specified standards, and best practices
- Used front-end testing tools to optimize performance

### **Product Process and Quality Assurance Technician**

Amazon Fulfillment – Mississauga, Ontario

May 2016 – June 2017

- Assign ASIN (Amazon Identification Number) barcodes for products entering the facility
- Updated repository of damaged or missing products
- Reported any damaged or unusable machinery to safety department
- Tagged or reassigned products with a missing or unscannable barcode
- Reassigned returning or refunded items with a specialized LPN barcode

## **VOLUNTEER EXPERIENCE**

### **Driver**

Meals on Wheels – North York, Ontario

Sep. 2018 – Current

- Check meals and dietary guidelines of client
- Drive to client's dwelling in orderly fashion
- Transported meals and runner to client's destination

### **Virtual IT Support**

Community Connect Toronto – Toronto, Ontario

Apr. 2020 – Nov. 2020

- Provide responsive and timely support for clients
- Notify team on using Microsoft Teams and accessing virtual programs
- Work closely with seniors to troubleshoot issues
- Assist with installation, configuration and ongoing usability computers and software

## **ACHIEVEMENTS & QUALIFICATIONS**

- CompTIA A+ Certification
- WHMIS Certification
- Seneca College Honours

2018  
2017  
2017

**References available upon request**