



# MITCHELL L. DAWKINS II

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## EXPERIENCE

### Dawkins Family Foundation Inc., Orlando, FL — Vice President

June 2023 - Present | Remote

- Lead strategic planning and program development for a 501(c)(3) nonprofit focused on education, empowerment, and community impact
- Oversee youth initiatives including coding academies, mentorship programs, and civic engagement efforts
- Manage partnerships, fundraising, and team coordination across West Michigan, Central Florida, and Lehigh Valley, PA.
- Drive sustainable growth and ensure measurable outcomes across all regions

### Dropbox, San Francisco, CA — Full Stack Engineer

May 2021 - April 2025 | Remote

- Led AI chatbot rollout to revamp tier-one support, boosting CSAT by 20% and ensuring seamless cookie-less tracking for Chrome compatibility
- Built on full-stack apps driving multimillion-dollar revenue, integrating APIs into Dropbox for scalable, user-centric solutions
- Managed real-time production monitoring and SEV events using Sentry, Kibana, and PagerDuty, safeguarding monetization pipelines and A/B testing systems

### ThriveDX, Miami, FL — Lead Software Development Instructor

December 2020 - December 2023 (Part-time) | Remote

- Instructing students in programming fundamentals and equipping them with the skills necessary to become successful Software Engineers.

### Service Express, Grand Rapids, MI — Senior Software Engineer

July 2020 - April 2021 | Remote

- Designed, implemented, and deployed features for legacy back-office software systems focused on PHP and MSSQL
- Partner with stakeholders and business users to achieve successful solutions.
- Developed a Salesforce API integrated system to support the sales and marketing team, written in Golang

### Varsity News Network, Grand Rapids, MI — Software Engineer

August 2017 - March 2020 | Remote

- Object-oriented PHP development and Git-based version control.
- Automated testing (TDD, BDD, full-stack integration, and continuous integration) Development & Support for JS single-page applications and REST APIs using Silex and Doctrine, ReactJS, Symphony, Angularjs, Nodejs, and their supporting ecosystems.

### Remote-Learner, Denver, CO — Frontend Developer

July 2018 - March 2020 | Remote

- Worked closely with Remote-Learner clients on customized solutions built on Moodle & Totara Learning Management Systems. Creating Sublime user experiences and developing AJAX-enabled, jQuery-powered user interfaces.

### US Signal, Grand Rapids, MI — Senior Application Developer

October 2015 - May 2016 (PHP Analyst)

June 2016 - January 2017 (Application Developer)

January 2017 - August 2017 (Senior Application Developer)

- Built and maintained enterprise tools (CRM, Quoting, Billing, Commissions) using PHP, Zend Framework 1/2, Doctrine, and PostgreSQL
- Optimized complex SQL queries for performance gains and application efficiency
- Developed dynamic reporting systems with PHP, JavaScript, and Zend 2, deploying via Apache/Nginx with Git and Composer

## TECHNICAL SKILLS

### Programming & Development Frameworks

TypeScript, Python, PHP, Laravel, Express.js, Node.js, JavaScript, React.js, Vue.js, MongoDB, MySQL, MariaDB, Postgres, TDD, BDD, Unit testing

### DevOps:

Linux, Apache, Nginx, Docker, AWS, Redis, Jenkins, Git, Gitlab, Github, Elasticsearch, Slack, Sentry, Vortex, Selenium, Kibana, Logstash, PagerDuty, Slack, Selenium, CI/CD, Babel, NPM, Yarn

## EDUCATION

### Bachelor of Science, Information Systems Technology

Seminole State College of Florida  
Magna Cum Laude

### Associate in Science, Computer Programming and Analysis

Seminole State College of Florida  
Magna Cum Laude

## TECHNICAL CERTIFICATIONS

Computer Web Development  
Seminole State College of Florida  
December 2015

Information Technology Analysis  
Seminole State College of Florida  
December 2015

IT Client Specialist  
Seminole State College of Florida  
December 2015

Computer Programming  
Seminole State College of Florida  
December 2015

Computer Programming Specialist  
Seminole State College of Florida  
December 2015

