



MITCHELL L. DAWKINS II

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EXPERIENCE

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 \$MM 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 triaged SEV incidents, and resolved production issues triggered by server errors
- Monitored and optimized system performance to ensure continuous improvements and reduce latency across internal services
- Implemented API integrations to enhance workflow automation between Dropbox tools and third-party applications
- Participated in cross-functional collaboration to support internal tooling, infrastructure, and deployment processes
- Leveraged data insights to identify bottlenecks and proactively recommend solutions for platform efficiency
- Wrote and maintained unit and integration tests to uphold high-reliability standards in production environments

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
- Developed dynamic reporting systems with PHP, JavaScript, and Zend 2, deploying via Apache/Nginx with Git and Composer. Optimized complex SQL queries for performance gains and application efficiency

TECHNICAL SKILLS

Programming & Development Frameworks

JavaScript, TypeScript, Python, Laravel, Express.js, Node.js, PHP, 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