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MICHAEL NUGENT

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SUMMARY

I specialize in web and mobile user interface and experience design, front-end development, photography, and video production using the latest applications and technologies.

I am proficient at website theme development, responsive design on multiple platforms, e-mail templating and campaign management in MailChimp, eCommerce solutions with affiliate integration, working with front-end frameworks like Twitter Bootstrap, configuring and supporting Sugar Customer Relationship Management systems, as well as Drupal and WordPress Content Management Systems with cross-browser compatibility testing while strongly focusing on the overall user interaction.

Experienced in website project management using tools such as Trello and Basecamp, planning and producing usability testing on mobile platform mockup applications, knowledgeable of the Government of Canada Treasury Board Common Look and Feel guidelines, W3 standards, Google Analytics for gathering statistics, Git and Subversion control systems, managing client inquiries using ZenDesk, as well as front-end web testing for best usability and accessibility practices, and performing quality assurance testing before client delivery.

I am well versed in the use of social media networks such as Facebook Pages, Hootsuite for Twitter, and Instagram, writing company blog posts, as well as following current and upcoming trends that would help benefit brand exposure and marketing in the online space.

EMPLOYMENT HISTORY

FREELANCE Designed and developed landing pages for various product launches, summits, and campaigns in WordPress, e-mail
Delicious Alternatives campaigns within MailChimp, and product promotional
(Ottawa, ON/Vancouver, BC) material using Photoshop and Illustrator.

Photographed product images for landing pages and handled post-production video editing using Premiere Pro while managing the video library in both their YouTube and Vimeo channels.

Assembled an eCommerce online store to sell digital goods and merchandise with affiliate integration.

Responsible for WordPress site updates and fixes based on client requests.

MAY 2013 - JANUARY 2015 Designed and developed a responsive HTML5 web
G24 Hockey/BarSeen application, an iOS/Android mobile application using
(Ottawa, ON/Vancouver, BC) PhoneGap and Ionic Framework, and a product landing site with Twitter Bootstrap along with the focus on the user interface and experience.

Created graphic work for both their landing site and web application, as well as producing product advertisements using Photoshop and Illustrator, e-mail newsletters, and marketing assets.

Planned, produced, and edited audio and video with Audition, Premiere Pro, and After Effects for their online tutorials and promotional campaign.

SEPTEMBER 2014 - OCTOBER 2014 (PROJECT) Developed a Drupal-based CMS website to help promote
Personal Neuro Devices future product launches, press releases, featured news
(Ottawa, ON) updates, and to showcase both the company and employees.

MARCH 2014 - APRIL 2014 (INTERNSHIP) Responsible for performing quality assurance testing on
OPIN Software developing Drupal website products for the Government of
(Ottawa, ON) Canada to help isolate and solve issues while ensuring client and project requirements were being met.

JANUARY 2014 - MARCH 2014 (PROJECT) Developed a custom Shopify eCommerce theme template
The Smiths Falls Railway Museum and online store using Liquid Engine, HTML, and CSS to
(Ottawa, ON) help promote and sell merchandise that's offered inside the museum's gift shop.

SEPTEMBER 2011 - APRIL 2012 (CONTRACT) Assisted on imaging, configuring, and deploying 1600 new
Hewlett-Packard at Bank of America desktop and laptop units.
(Gloucester, ON)

Created, handled, and responded to tickets within the IBM Maximo queue and escalated any outages or incidents that could not be resolved locally through the Help Desk.

Supported users at both campus buildings with in-house software and hardware-related issues.

Managed Tivoli software package distributions to end-user workstations.

OCTOBER 2010 - JUNE 2011 (CONTRACT) Handled and responded to assigned tickets within Remedy
Accenture at Best Buy Canadian Headquarters to resolve any end-user issues or requests.
(Burnaby, BC)

Imaged desktops and laptop units for users as well as Best Buy and Future Shop retail store kiosks for various projects.

Maintained user accounts and systems connected to the Canadian domain within Active Directory.

Supported iPhone, iPad, and BlackBerry mobile devices.

Set up new hires with the appropriate computer equipment and software required for their role.

Worked with various teams across the country with any issues and assisted impacted users over the phone or by using available remote desktop technologies.

SEPTEMBER 2009 - SEPTEMBER 2010 Responsible for administrating Active Directory to create,
Lockheed Martin maintain, and remove user accounts and systems
(Kanata, ON) connected to the domain.

Handled and responded to end-user requests and issues through Remedy ticket submissions.

Maintained and administered PBX and Voicemail servers while assisting in an ongoing Cisco VoIP system implementation.

Created and designed a new desktop image to ghost onto any new systems connected to the domain across all Canadian offices.

Assisted with testing, planning, and deployment of Microsoft Office 2007 upgrades throughout the company.

Monitored all workstations via SMS, WSUS, and McAfee ePO and patched all localized vulnerable systems from weekly Foundstone scans.

Handled preparing and setting up video teleconference meetings over IP and dedicated ISDN lines.

Maintained, upgraded, and monitored network printers on the domain and replaced parts when needed.

SOFTWARE

Knowledgeable and experienced using Adobe's Creative Cloud suite of applications such as Adobe Acrobat, After Effects, Audition, Dreamweaver, Flash, Illustrator, InDesign, Photoshop, Lightroom, and Premiere Pro, as well as Sketch, Sublime Text, Transmit, GitHub, Cornerstone, Apple's Logic Pro X, Final Cut Pro 7 and X, and Microsoft's Office line of software.

LANGUAGES

HTML5, CSS3, SASS/SCSS, WordPress PHP API, and Shopify's Liquid Engine.

EDUCATION

- SEPTEMBER 2012 - APRIL 2014** **Interactive Multimedia Developer**
Algonquin College of Applied Arts and Technology
(Ottawa, ON)
- SEPTEMBER 2008 - APRIL 2009** **Computer Systems Technology**
Algonquin College of Applied Arts and Technology
(Ottawa, ON)
- SEPTEMBER 2006 - APRIL 2008** **Computer Systems Technician**
Algonquin College of Applied Arts and Technology
(Ottawa, ON)

PROFESSIONAL DEVELOPMENT

Attended UXCamp Ottawa 2013, BICSI, and VMware User Group conferences
Class representative of 2012-2013 Interactive Multimedia Developer program
Class representative of 2008-2009 Computer Systems Technology program

AWARDS AND CERTIFICATIONS

Algonquin College Dean's Honours List (June 2014)
Workplace Hazardous Materials Information System (May 2013)
Accessibility for Ontarians with Disabilities Act (May 2013)
Algonquin College Student Leadership Certificate (March 2013)
Algonquin College Dean's Honours List (February 2013)
Microsoft Windows 7 for IT Professionals (February 2010)
Belden IBDN-303 Design and Concept (December 2008)
Belden IBDN-746 Installation — Fiber (November 2008)
Belden IBDN-726 Installation — Copper (November 2008)
Belden IBDN-305 Product Overview (October 2008)
Cisco Certified Network Professional 1 and 3 Course Completions (December 2008-April 2009)
Cisco Certified Network Associate 1-4 Course Completions (January 2007-June 2008)