💼 𝓔mployment

This is a complete list of my employment

VB DEPARTMENT OF PARKS AND RECREATION (CITY OF VIRGINIA BEACH)

📍 Virginia Beach, Virginia

📅 05/2023 to (Present)

💬 Clerk Cashier

- Worked in various Recreation Centers across the City of Virginia Beach as necessary to help with coverage needs of Member Services
- Process members and guests entering the Recreation Center
- Give general information on the city reaction center system, including offering guided tours
- Answer the phones, with the ability to take over-the-phone payments when necessary
- Sell memberships and day passes
- Operate Front Desk with little to no supervision as necessary
- Generate the weekend room rental reference sheet for the front desk in a format that is both printer friendly and Section 508 Compliant from a system that is neither printer friendly nor Section 508 Compliant
- Trained new employees on a customer contact database

Tags: *Current Employer, Customer Service*

RaggieSoft

📍 Norfolk, Virginia

📅 07/2022 to (Present)

💬 Accessible Web and Desktop Developer

- These are self-taught skills that power raggiesoft.com and michaelpragsdale.com
- Create C♯ Programs for Windows PCs using Microsoft Visual Studio 2022, Microsoft .net 8 Desktop Runtime, and InstallAware Studio
- Combing multiple languages (C♯, HTML, MSIcode, CSS, Bootstrap, NSIS) into a cohesive unit to display works of fiction on Windows PCs
- Create websites that are responsive, automatic dark mode friendly, and comply with Section 508 and WCAG 2.1 rules
- Create MySQL Database and connect it to RaggieSoft.com front end using MySQLi
- Created JavaScript and PHP based questionnaire for potential recruiters and hiring managers that goes over my requirements for future jobs, and offers my contact information if conditions are met, available at michaelpragsdale.com/hire-me/

Tags: *Current Employer, Information Technology*

Center for Learning and Teaching (Old Dominion University)

📍 Norfolk, Virginia

📅 11/2019 to 07/2022

💬 Section 508 Compliance Specialist

- Verified HTML and CSS work submitted by student employees
- Located, Fixed, and Validated internal webpages for university online classes using Personal Learning Environment (in-house developed LMS) as well as Canvas ↗ LMS for WCAG 2.1 ↗ level AA and Section 508 ↗ compliance
- Migrated classes from PLE to Canvas
- Submit HTML Deque axe accessibility reports ↗ to management
- Worked on jQuery based online student learning activities using PLE

Tags: *Information Technology*

University Village Bookstore (Follett Higher Education Group)

📍 Norfolk, Virginia
🦠 Duration Impacted by COVID-19

📅 08/2020

💬 Retail Sales Associate

- Assisted with Welcome Back Weekend in a college bookstore setting
- Greeted customers at front door
- Offered 😷 masks to customers as necessary, as part of a safe reopening during the 🦠 COVID-19 pandemic

📅 01/2019 to 03/2020

💬 Retail Sales Associate

- Perform various retail sales activities in the technology department in a college bookstore setting

- Includes restocking shelves, greeting guests, answering questions, and ringing up transactions

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Tags: *Customer Service*

MONARCH DINING (ARAMARK)
📍 Norfolk, Virginia

📅 08/2019 to 12/2019

💬 Data Entry Clerk
- Clerical work in an office setting at a university cafeteria
- Inputting post-cost data into a database; printing, assembling, and distributing daily menus to stations

📅 07/2017 to 04/2019

💬 Meal Plan Ambassador
- Sales pitch of meal plans offered to University students
- Offered directions to different locations of campus

Tags: *Customer Service*

RESIDENCE HALL ASSOCIATION (ODU Office of Housing & Residence Life)
📍 Norfolk, Virginia
📅 09/2015 to 05/2017
💬 Director of Administration

- Maintained the Google Drive folders

- Prepared minutes, presentations, and other documents as requested by the RHA President or RHA Advisor

Tags: *Behind the Scenes*

FIRST LANDING STATE PARK (VIRGINIA DEPARTMENT OF CONSERVATION AND RECREATION)

📍 Virginia Beach, Virginia

🐾 Volunteer

📅 04/2015 to 08/2015

💬 Volunteer Contact Ranger

- Collected parking fees
- Gave general park information appropriate for an entrance booth setting

Tags: *Volunteer, Customer Service*

DOMINION ENTERPRISES

📍 Norfolk, Virginia

</> Internship

📅 09/2012 to 12/2012

💬 Mobile Applications Developer Intern

- Created dictionary of real estate terms mobile app to learn Titanium SDK ↗ (based on JavaScript)

- Learned Android and iOS development by way of Titanium

Tags: *Internship, Information Technology*

TARGET

📍 Virginia Beach, Virginia

📅 06/2008 to 08/2008

💬 Retail Associate

- Performed various retail duties, including answering questions and restocking shelves
- Performed cashier duties during busy periods as requested

Tags: *Customer Service*

BEST BUY

📍 Virginia Beach, Virginia

📅 11/2005 to 12/2005

💬 Retail Associate

- Answered guest questions about movies, music CDs, video games, and PC software

Tags: *Customer Service*

BUSCH GARDENS WILLIAMSBURG (ANHEUSER-BUSCH)

📍 James City County, Virginia

📅 03/2006 to 04/2006

💬 Merchandise Associate

- Even exchange of money in a video arcade environment
- Operated various games in an amusement park midway environment

📅 09/2005 to 10/2005

💬 Creature Crew

- Entertained guests on a halloween themed set

📅 09/2004 to 10/2004

💬 Creature Crew

- Entertained guests on a halloween themed set

Tags: *Customer Service*