MICHAEL P. RAGSDALE Systems Architect | Full-Stack Developer | Accessibility Specialist Norfolk, VA | github.com/raggiesoft | michaelpragsdale.com

Professional Summary

Systems Administrator and Developer with a philosophy of "Empathetic Engineering." Specializing in building resilient, JSON-driven web architectures and automating complex media pipelines. Committed to WCAG 2.1 / Section 508 compliance and creating technology that respects the user's nervous system.

Technical Arsenal

- **Languages & Scripting:** PHP 8+, JavaScript (ES6+), Bash / Shell, HTML5, CSS3 / SCSS, Python
- **Infrastructure & Cloud:** DigitalOcean (Droplets/Spaces), **Nginx (Custom Server Blocks/Rewrites)**, Cloudflare (DNS/SSL), Certbot, Linux (Ubuntu/Debian)
- **Compliance & Tools:** WCAG 2.1 AA, Section 508, Deque axe, ActiveNet CRM, Git, Microsoft 365

Relevant Technical Experience

RaggieSoft (Personal Brand & Projects)

Norfolk, VA *Founder & Systems Architect* | Est. 2008 – Present

- **Cloud Architecture (2025):** Executed a complete infrastructure migration to a cloud-native DigitalOcean environment. Hardened security via custom Nginx server blocks, utilizing non-standard entry points (elara.php) and directory obfuscation to mitigate automated bot targeting. implemented Cloudflare for edge-cached DNS and strict SSL encryption.
- **Full-Stack Engineering (2022–Present):** Architected "The Stardust Engine," a PHP-based CMS with a custom router ("Elara") and accessibility-focused frontend. Engineered transcode-all.sh to automate media processing pipelines using Bash and FFmpeg.
- **Systems Administration (2008–2022):** Managed domain lifecycles, DNS records, and web hosting environments for personal and client portfolios, maintaining 99.9% uptime across varying traffic loads.

Virginia Beach Parks & Recreation

Virginia Beach, VA *Lead Front Desk Support & Technical Trainer* | **May 2023 – Present**

- **Workflow Optimization:** Developed a custom workflow to generate accessible, Section 508 compliant, and printer-friendly documents from a legacy system not originally designed for such outputs.
- **Systems Training:** Serve as the primary technical trainer for new employees on the **ActiveNet** Customer Relationship Management (CRM) system, ensuring data integrity and operational consistency.
- **Technical Operations:** Supervise front desk operations, making independent technical decisions to resolve patron account issues and secure payment processing.

ODU Online (Old Dominion University)

Norfolk, VA *Section 508 Compliance Specialist* | Nov 2019 – Jul 2022

- **Accessibility Compliance:** Ensured WCAG 2.1 AA & Section 508 compliance for online courses, serving as a critical checkpoint before content publication.
- **Remediation & Testing:** Remediated web pages and documents, verifying student code and utilizing tools like **Deque axe** for detailed reporting.
- **Migration Support:** Provided technical support to instructional designers during a large-scale migration to the Canvas LMS.

- **Standardization:** Designed and developed a universal, accessible template for the University Policies section of the syllabus, streamlining the workflow for faculty.

Residence Hall Association (ODU)

Norfolk, VA *Director of Administration* | **Sep 2015 – May 2017**

- **Digital Administration:** Administered the organization's **Google Workspace for Education** environment, re-architecting a disorganized legacy file structure into a streamlined hierarchy that optimized workflow for the executive board.
- **Leadership:** Elected by the student body to manage all administrative functions, ensuring the accurate retention of official minutes, legislation, and organizational history.

Dominion Enterprises

Norfolk, VA *Mobile Applications Developer Intern* | **Sep 2012 – Dec 2012**

- **Mobile Development:** Gained hands-on experience in cross-platform mobile development for Android & iOS using the Titanium SDK.
- **App Creation:** Developed and deployed a "Real Estate Dictionary" mobile application to demonstrate proficiency with the SDK and mobile architecture.

Education

Tidewater Community College

Virginia Beach, VA Associate of Science, Information Technology (In Progress, Expected December 2026)

- **Focus:** Software engineering principles, database management, and web application development.

Old Dominion University

Norfolk, VA Bachelor of Science, Customized Studies in Leadership (In Progress)

- **Focus:** Organizational leadership, project management, and team dynamics.

Wilson Workforce & Rehabilitation Center

Fishersville, VA *Certificate, Business & Information Technology (2011)*

- **Focus:** Business fundamentals and information technology applications.