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, SQL
- **Compliance & Tools:** WCAG 2.1 AA, Section 508, Deque axe, ActiveNet CRM, Canvas LMS, Git
- **Core Competencies:** Full-Stack Development, Accessibility Remediation, Automation Pipelines, Linux Administration

Relevant Technical Experience

RaggieSoft (Personal Brand & Projects)

Norfolk, VA *Independent Developer & Systems Architect* | **July 2022 – Present**

- **Full-Stack Development:** Built a comprehensive portfolio platform using a custom PHP backend, modern SCSS, and vanilla JavaScript, ensuring strict adherence to WCAG accessibility standards.
- **Architecture (Project: Stardust Engine):** Designed "Elara," a custom lightweight PHP router capable of dynamic metadata injection and path-based asset inheritance, eliminating the need for heavy frameworks.
- **Automation:** Engineered transcode-all.sh, a Bash-based factory script that automates the ingestion of master audio (WAV), transcoding to web formats, and metadata tagging.
- **API Integration (Project: Recruiter Gate):** Developed a client-side JavaScript "Wizard" to pre-screen inquiries and integrate with the Microsoft Bookings API for instant scheduling.

Virginia Beach Parks & Recreation

Virginia Beach, VA *Clerk-Cashier (Lead Front Desk Support)* | **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.

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)

- **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.