

Michael Douglas

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UX Design Skills:

I use Photoshop, Illustrator, XD, Gimp, Inkscape, Balsamiq, and Figma to create wireframes and mockups of web applications. As well as, graphics for logos, business cards, email marketing, and social media.

Front-End Developer Skills:

I use GIT to manage code revisions, Atom editor to write HTML, CSS/SCSS, Bootstrap, JavaScript, and jQuery code. I also use Node with Gulp to automate converting SCSS into CSS for deployment.

Experience

Freelance UX Designer | Mar 2012 – Present

Indianapolis, IN

- Made logos and graphics for client websites, business cards, and advertisements
- Used Balsamiq, Figma, and Illustrator for wireframing and prototyping based on project requirements
- Created / edited images using Illustrator and Photoshop for web projects, email marketing, and social media marketing
- Setup and customized Wordpress websites for clients

Navient | UX Developer (contract) | Nov 2016 – Jun 2017

Fishers, IN

- UX developer building views for MVC .Net application.
- Used Visual Studio 2015, ASP.Net Razor, HTML5, CSS3/SCSS, Bootstrap 4, Node, Gulp, JavaScript and jQuery.
- Fixed defects found by testers.
- Attend daily Scrum meetings to go over defects, project progress, and upcoming tasks.
- Projects required 508 compliance to support screen readers like JAWS.
- Worked with internal security to complete 5C security clearance for government compliance.

Stericycle | Customer Service (contract) | Dec 2015 – Jun 2016

Indianapolis, IN

- Worked on the Honda and Acura airbag recall project
- Using Interactive Intelligence I3 program to manage phone calls
- Taking incoming calls from customers to help them setup an appointment with their local dealer
- Making outgoing calls with an automatic dialer program to inform customers about the recall
- Tracking tickets using IBM Notes
- Staying updated on company information through Microsoft Outlook

DemandLab | UI Developer (contract) | Sep 2015 – Nov 2015

Indianapolis, IN

- Worked 100% remote from home
- Wrote HTML, CSS3, JavaScript, jQuery code when needed
- Worked inside Marketo setting up responsive email marketing
- Used Wordpress to setup landing pages and forms
- Wrote code with Sublime Text
- Made responsive web pages
- Used Photoshop skills for various projects
- Tracking projects through Mavenlink
- W3C Standards coding for all projects
- Cross-browser testing for compatibility

HCCMIS | UI Developer (contract) | Apr 2015 – Sep 2015

Indianapolis, IN

- Primary UI / Web Developer for the marketing team.
- Worked with Windows 7 Enterprise, Microsoft Office 2013, Adobe Brackets code editor, Adobe Photoshop CS5, Illustrator CS5, Filezilla FTP client, Bootstrap 3, Git, SourceTree, BitBucket, Google Chrome Developer Tools, and Firefox Developer Tools.
- I used Photoshop for simple photo edit and image re-sizing.
- I worked with the Graphics Designer, Marketing Team, and Lead Developer to make sure the pages meet company and coding standards.

- I developed mobile first static web pages from Photoshop PSDs using Bootstrap 3. These will be turned into templates for the Cascade Server.
- Design and coded a responsive web form for the Ticket Refund portal.
- Updated code to make the Atlas Travel portal page responsive.

Celadon Trucking | UI Developer (contract) | Dec 2013 – Dec 2014

Indianapolis, IN

- Primary UI Developer for the ASP.Net Development Team
- Regularly worked with Microsoft Windows 7, Microsoft Office 2007-2010, Visual Studio 2012, Microsoft Team Foundation Server, ASP.Net, Lotus Notes v.8, Google Analytics, and Twitter Bootstrap
- Migrated multiple sites from a PHP format to static HTML and ASP.Net
- Migrated internal Wordpress sites across servers
- Built the front-end design for a mobile-friendly portal for company drivers
- Primary intermediary between the Marketing Department and the ASP.Net Development Team
- Created and presented Bootstrap, Visual Studio, and Wordpress training materials for the ASP.Net developers
- Worked with the Marketing Department to evaluate and implement a Content Management System (CMS) for Celadon
- Worked on extra tasks as required to improve internal site design and functionality

Bell Techlogix | Tech Support Agent | July 2013 – Dec 2013

Indianapolis, IN

(Relocated from Florida back to Indiana and returned to the company)

- Hired as a Tier 1 analyst for the corporate team supporting over two dozen accounts
- Managed inbound and outbound phone, email, voicemail, and chat interactions using I3 and BMC Remedy
- Worked with and supported Windows XP/7/8, Microsoft Office 2003-2010, Internet Explorer 6-11, Mozilla Firefox, Google Chrome, BMC Remedy, BMC Footprints, Salesforce, Citrix XenApp, VMware View/VDI, I3 Interaction Client, WebEx Connect, Microsoft Lync, Microsoft Office Communicator, Bomgar, Android/iOS/Blackberry phones, Active Directory, Microsoft Exchange, AS400

- Supported PC hardware, printers, software, mobile, virus removal, and corrected network issues.
- Escalated to tier 2 and tier 3 per documented procedures
- Trained other analysts in client systems and procedures
- Was tasked with updating the Remy website by copying updates from Word document and hand coding them into HTML.
- Personally wrote HTML and CSS code to build internal site to centralize frequently used links
- Received high QA scores for my tickets and interactions

HP Smart Friend Services | Sales & Support (contract) | Jan 2012 – May 2013

Tampa, FL

- Worked remotely from home
- Received incoming calls from out-of-warranty customers
- Used reflective listening skills to diagnosis issues
- Sold support plans to customers based on their needs
- Used Citrix software “Bomgar” to remotely connect to customers computers to provide support
- Performed troubleshooting to remotely fix viruses and malware, assist with software installation/removal, assist with wired/wireless networking, and resolve printer issues
- In extreme cases I helped customers back up their files and reinstall Windows XP, Vista, and 7.

Florida Institute of Hypnotherapy | Technical Director | Sep 2011 – Jan 2012

Tampa, FL

- Primary point of contact for all technical and website issues for staff and students
- Created technical training videos for students and staff
- Updated and maintained the school’s website
- Tracked student leads and activities using Salesforce and Excel
- Processed and tracked tuition payments via Paypal for the school
- Worked while attending the school and graduated as a Hypnotherapist with three certifications.

Chase Solution 1 Helpdesk | Tech Support (contract) | Jun 2011 – Sep 2011

Tampa, FL

- Took incoming calls from Loan Officers and Mortgage Brokers
- Reset passwords for Active Directory, AS400, and the company's internal database
- Performed remote troubleshooting for printer and network issues
- Help install/update/reinstall Citrix clients and plug-ins like Flash for Loan Officers and Mortgage Brokers.
- Install proprietary internal software on clients systems
- Used Bomgar to remotely support users
- Regularly achieved 98% on my call score card every week.

Bell Techlogix | Tech Support Agent | Mar 2009 – Apr 2011

Indianapolis, Indiana Area

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BestBuy | Computer Sales | Apr 2008 – Sep 2008

- Helped customers find the computers and peripherals that fit their needs
- Answered questions about wireless networking solutions
- Rang up sales
- Helped empty new stock from the truck on Sundays
- Stocked printers, ink, paper, computers, laptop cases, keyboard, mice, and speakers.
- Cleaned computer sales area.

Teleperformance | Tier 2 DSL Tech Support Agent | Feb 2006 – Jun 2006

- Took incoming calls in a call center environment
- Averaged 80 calls a day
- Averaged 5 minutes per call to get clients setup and online
- Assisted customers in setup and/or repair of their Verizon DSL Internet connection
- Utilized database tools to create tickets.

Education

Online Courses from Lynda.com

- Adobe Illustrator Fundamentals
- Graphic Design Fundamentals
- JavaScript Fundamentals

TechSkills Certifications:

Attended 2008 – 2009

- CompTIA A+
- CompTIA Network+
- Microsoft Certified Technical Specialist in C#, .Net Framework 2.0, and ASP.Net

The Florida Institute of Hypnotherapy

Attended 2011 – 2011

- Certified Hypnotherapist
- Certified Clinical Hypnotherapist
- Certified Transpersonal Hypnotherapist

School of PC Repair and Upgrades

Attended 2000 – 2001

Learned PC Repair through a Mail Order Course.

Finished with 97% and awarded a Diploma.

Sheridan High School

Attended 1990 – 1994

Diploma