

Michael Douglas

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317.731.2795

Skills

- Research
- User Flows
- Site Maps
- Content Models
- Paper Sketches
- Wireframes
- Specifications
- Prototypes
- Balsamiq
- Figma
- Photoshop
- Illustrator

Experience

Navient – UX Designer 11/02/2016 – 6/20/2017

- Used bootstrap to create mobile-first views for MVC web applications.
- Collaborated with other developers to fix bugs and migrate code.
- Implemented 508 compliance for visually impaired users.

HCCMIS – UX Designer 4/09/2015 – 9/01/2016

- Used Bootstrap to create page templates for the Cascade Server.
- Helped graphic designer create mockups and prototypes for pages.
- Worked on multiple web projects at the same time.

Celadon Trucking – UX Designer 12/16/2013 - 12/28/2014

- Acted as inbetween for Development and Marketing.
- Worked with Graphic Designer to create prototypes.
- Saved the Development 3 weeks of work converting 9 Wordpress sites to ASP.Net.

Bell Techlogix – Tech Support Agent 03/01/2009 to 04/30/2011 and again from 07/01/2013 to 12/02/2013

- Managed inbound technical support calls from over two dozen clients.
- Remote support for Windows, software, and password resets.
- Supported printers and mobile devices.

Education

TechSkills 2008 – Certifications

CompTIA A+, CompTIA Network+, Microsoft Certified Technical Specialist.