MICHAEL DOUGLAS   317-731-2795   michaeldouglas30@gmail.com

UX DEVELOPER

Qualifications
- Dedicated professional with eleven years of IT experience, 6 years as a UI/UX Developer
- Able to effectively translate complex requirements into technical documentation
- Results-driven self starter with a commitment to on-time and on-budget delivery of projects
- Solid experience on collaborating within a team on web applications and documentation
- Strong attention to detail, able to identify and correct problems quickly in order to minimize any loss or down time and increase profits

TECHNICAL EXPERTISE

Certifications
- CompTIA A+
- CompTIA Network+
- Microsoft Certified Technical Specialist

Operating Systems
- Windows XP, 7, 8, 9, 10
- Apple OS X
- Raspbian, Diet Pi
- Ubuntu Desktop
- Linux Mint Cinnamon
- Ubuntu Server
- Open Media Vault

Hardware
- iPhone
- iPad
- Android devices
- Dell, HP, and my own custom built PC's.

Networking
- Citrix Bomgar
- Filezilla FTP client
- UltraVNC
- Remote Desktop Protocol
- WinSCP
- Putty
- Linux Terminal SSH
- Team Viewer

Software
UX Development
- Atom Code Editor
- Node JS
- Gulp
- HTML5
- CSS3
- SCSS
- Bootstrap
- JavaScript
- Git / GitHub
- Photoshop
- Illustrator
- Balsamiq
- Figma
- Gimp Image Editor
- Inkscape

PROJECTS

Modern JavaScript Training - Feb 03, 2019 – April 30, 2019
- The Modern JavaScript Bootcamp (2019)
- Learned about: let, const, map, spread operator, template strings, arrow functions, and more.
- Looking up resources on the MDN
- Building test apps in ES6+ JS

Rebuilt my Starcore Labs blog on GitHub using Hexo - June 19, 2018 – July 30, 2018
- Converted site from Wordpress to Hexo
- Rewrote posts in Markdown
- Customized theme using CSS/Stylus and Embedded JavaScript

Studied UX Design - June 06, 2018 – Oct 1, 2018
- Fundamentals of Graphic Design: Color Theory, Typography, Shape, Alignment, and Balance
- Research, User Flows, Usability, Validation, Wireframes and Prototypes
- Photoshop, Illustrator, Balsamiq, Figma, GIMP, Inkscape
- Used Video Courses and Books to improve my skills

Custom Wordpress theme from scratch
Dec 30, 2017 - Jan 24, 2018
- Designed wireframe using Balsamiq and prototype using Inkscape
- Used Gimp for Image Editing
- Coded using HTML, CSS, Bootstrap, and PHP
- Recorded and edited Wireframe to Wordpress videos to demonstrate my skills
- Saved designs and code to GitHub Repo

PROFESSIONAL EXPERIENCE

Navient, Fishers, IN (contract)
Navient is a servicer of federal and private student loans
UX Developer   **November 2016 – June 2017**

- HTML5, CSS3/SCSS, Bootstrap 3 and 4, JavaScript, and jQuery
- Use Node JS and Gulp to convert SCSS to CSS3, minify CSS and JavaScript. Then combine all JavaScript into one file for deployment
- Fixed defects in HTML, SCSS, and Bootstrap views created by the offshore team
- Used Atom Editor in combination with Visual Studio 2015.
- Collaborated with UX team and Back-end .Net developers on code
- Committed code to Team Foundation Server (TFS) using Git. Along with the TFS style of check-in / check-out of specific files.

Technical Writing:
- Contributed to the front-end development style guide
- Documented progress on each project
- Collaborated on technical specifications documents
- Contributed to content guidelines for written copy on projects
- Wrote a developer quick start guide for interns and new developers

Accomplishments:
- Recommended moving from Bootstrap 3 to 4 for increased capabilities and performance
- Successfully fixed scalable SVG image issues for the repayment portal.
- As part of the hiring team helped develop the written and skill testing process for new UX developers.

Stericycle, Indianapolis, IN (contract)
Stericycle is a compliance company that specializes in collecting and disposing regulated substances as well as servicing recall campaigns for defective products.
Customer Service   **December 2015 – June 2016**

- Working on the Honda and Acura airbag recall project
- Using Interactive Intelligence I3 program to manage phone calls
- Helped them setup an appointment with their local dealer
- automatic dialer made outgoing calls to inform customers about the recall
- Tracking tickets using IBM Notes
- Use Microsoft Outlook for emails and updates

HCCMIS, Indianapolis, IN (contract)

Tokio Marine HCC is a leading international Specialty Insurance group dedicated to helping businesses and individuals take on opportunities with confidence.

UI Developer   **April 2015 – September 2015**

- UI 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, 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 PSD's 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

Technical Writing:
- Collaborated on Requirements Specification for Ticket Cancellation project
- Contributed to the System Requirements for Products page document
- Wrote help document for development team to implement SASS for cleaner code

Celadon Trucking, Indianapolis, IN (contract)

Celadon provides dedicated, expedited, long-haul, regional, local, refrigerated, and intermodal transportation service across the NAFTA region.

UI Developer   **December 2013 – January 2015**

- UI Developer for the Web 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
- Built the front-end design for a mobile-friendly portal for company drivers
- Intermediary between the Marketing Department and the Development Team
- Helped evaluate and implement a Content Management System (CMS) for Celadon
- Worked on extra tasks as required to improve site design and functionality

Technical Writing:
- Wrote short guides to teach CSS3, Bootstrap, and Wordpress to the .Net developers
- Documented project requirements and progress
- Managed email interactions between Development Department and Marketing

Accomplishments:
- Converted 8 sites from a PHP to ASP.Net

- Manually migrated internal Wordpress site to a new company server

HP SmartFriend Services, Lakeland, FL (contract)
HP SmartFriend offers affordable remote technical support for devices running Windows, OS X, iOS, Android, and Chrome OS.
Sales & Technical Support   **March 2012 – May 2013**
- 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 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
- Helped customers backup files and reinstall Windows XP, Vista, and 7

The Florida Institute of Hypnotherapy, Tampa, FL
The only state-licensed hypnotherapy school that provides hands-on hypnosis training.
Technical Director   **September 2011 – January 2012**
- Provided support for technical and website issues for staff and students
- Updated and maintained the school's website
- Tracked activities using Salesforce and Excel
- Processed tuition payments via PayPal

Technical Writing:
- Created Adobe Connect training documents for staff and students

Chase Solution One Help Desk, Tampa, FL (contract)
Internal help desk for Chase employees.
Technical Support Agent   **June 2011 – September 2011**
- 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
- Helped install/update/reinstall Citrix clients and plugins like Flash for Loan Officers and Mortgage Brokers
- Install proprietary internal software on clients systems
- Used Bomgar to remotely support users

Bell Techlogix, Indianapolis, IN
Information technology managed services & solutions company
Service Desk Analyst   March 2009 – April 2011 & July 2013 – December 2014
- Supported over two dozen help desk clients
- Managed inbound and outbound phone, email, voicemail, and chat interactions using I3 and Remedy
- Worked with and supported Windows XP,7,8,9,10
- Used Microsoft Office 2003-2010, Internet Explorer 6-11, Mozilla Firefox, Google Chrome, 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 hardware, software, mobile, virus removal, and network issues
- Escalated issues to tier 2/tier 3 per documented procedures
- Update a client website by converting documents into HTML
- Built internal website to centralize frequently used links

EDUCATION

TechSkills, Indianapolis, IN
Certifications: CompTIA A+, CompTIA Network+, Microsoft Certified Technical Specialist