

## Michael Douglas

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### Summary

IT professional with over 10 years of experience in the field. Including customer support, troubleshooting software issues, and front-end web development. Experience in writing, proofreading, and graphic layout will enable me to take on a role as a Technical Writer. My skills with all aspects of computers and my ability to simplify documents for customers will be invaluable to this role.

### Skills

- Windows, Mac, and Linux
- HTML, CSS, SASS, JavaScript, Bootstrap, Node, Gulp
- Microsoft Office Suite including Visio
- Git for revisioning documents and code
- Experience working in an agile environment

### Projects

#### Technical Writing

Dec 2009 - Present

- Reading books and taking video courses on technical writing
- Experience writing technical documents through out my IT Career
- Familiar with software tools like MS Word, Google Docs, and LibreOffice Writer. Along with various email clients and ticketing software.
- Able to ask appropriate questions, actively listen, and distill information from SME's to create easy to use documentation
- Design experience allows me to create graphics to enhance written text
- Familiar with the process of software and documentation validation

#### 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, Texture, Alignment, 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

- Sketched out design using Inkscape
- Used Gimp for Image Editing
- Coded using HTML, CSS, Bootstrap, and PHP
- Recorded and edited [Wireframe to Wordpress](#) videos of the process and posted on YouTube to demonstrate my skills
- Saved designs and code to [GitHub Repo](#)

## **Work Experience**

### **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 – June 2016 | Indianapolis, IN

- Working 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
- Use Microsoft Outlook for emails and updates

### **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 – Jan 2015 | 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
- Converted 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

### **HP Smart Friend Services (contract)**

Sales & Technical Support | March 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 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**

Technical Director | Sept 2011 - Jan 2012 | Tampa, FL

- Provided support for technical and website issues for staff and students
- Created technical training documents for staff and students
- Updated and maintained the school's website
- Tracked activities using Salesforce and Excel
- Processed tuition payments via PayPal

## **Chase Solution One Help Desk**

Technical Support Agent | June 2011 – Sept 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 i
- Help 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**

Service Desk Analyst (direct hire)

March 2009 - April 2011 | July 2013 - Dec 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

## **Certifications:**

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