

Michael Douglas

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Summary

Developer with 7 years of experience in UI Development.

Skills

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

BlueSky

UI Consultant | July 2019 – May 2020 | Noblesville, IN

- UI developer on ecommerce project
- Used VSCode to write CSS to fix layouts and componenets
- Refactored views to fit style guide requirements
- Tested views against style guide on test server
- Documented tickets and hours in JIRA
- Attended weekly team meetings

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

- In extreme cases I 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