

## **Michael Douglas**

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### **Summary**

I recently switched careers and am seeking a full-time job as a technical writer.

### **Skills**

- Prefer using Linux operating systems but able to use Windows or Mac
- I have excellent written, editing, proofreading, analytical, organizational, and verbal communication skills
- Strong aptitude for learning new software applications and systems
- Ability to accomplish tasks according to defined delivery schedules and accommodate shifting dates and priorities
- Ability to follow defined styles, standards, and templates
- Can work effectively in a remote office environment
- Ability to collaborate with individuals and teams across the organization
- Contributed to style guides, technical, and business documentation
- Experience working in an agile environment
- Used Git for revisioning documents and code
- Skilled with Microsoft Office Suite including Visio
- HTML, CSS, SASS, JavaScript, Bootstrap, Node, Gulp

### **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 – 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
- 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

## **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

## **Education**

### **Online Courses from Lynda.com**

- Adobe Illustrator Fundamentals
- Graphic Design Fundamentals
- JavaScript Fundamentals

### **Florida Institute of Hypnotherapy 2012**

- Certified Hypnotherapist
- Certified Clinical Hypnotherapist
- Certified Transpersonal Hypnotherapist

### **TechSkills Certifications:**

Attended 2008 – 2009

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