**Michael Douglas**

starcorelabs.com starcorelabs@gmail.com 317.731.2795

**UX Design Skills:**

I use Photoshop, Illustrator, XD, Gimp, Inkscape, Balsamiq, and Figma to create wireframes and mockups of web applications. As well as, graphics for logos, business cards, email marketing, and social media.

**Front-End Developer Skills:**  
I use GIT to manage code revisions, Atom editor to write HTML, CSS/SCSS, Bootstrap, JavaScript, and jQuery code. I also use Node with Gulp to automate converting SCSS into CSS for deployment.

# **Experience**

**Freelance** UX Designer | Mar 2012 – Present

Indianapolis, IN

• Made logos and graphics for client websites, business cards, and advertisements

• Used Balsamiq, Figma, and Illustrator for wireframing and prototyping based on project requirements

• Created / edited images using Illustrator and Photoshop for web projects, email marketing, and social media marketing

• Setup and customized Wordpress websites for clients

**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 – Jun 2016

Indianapolis, IN

• Worked 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

• Staying updated on company information through Microsoft Outlook

**DemandLab** | UI Developer (contract) | Sep 2015 – Nov 2015

Indianapolis, IN

• Worked 100% remote from home

• Wrote HTML, CSS3, JavaScript, jQuery code when needed

• Worked inside Marketo setting up responsive email marketing

• Used Wordpress to setup landing pages and forms

• Wrote code with Sublime Text

• Made responsive web pages

• Used Photoshop skills for various projects

• Tracking projects through Mavenlink

• W3C Standards coding for all projects

• Cross-browser testing for compatibility

**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

• Migrated 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** | Tech Support Agent | July 2013 – Dec 2013

Indianapolis, IN

(Relocated from Florida back to Indiana and returned to the company)

• Hired as a Tier 1 analyst for the corporate team supporting over two dozen accounts

• Managed inbound and outbound phone, email, voicemail, and chat interactions using I3 and BMC Remedy

• Worked with and supported Windows XP/7/8, Microsoft Office 2003-2010, Internet Explorer 6-11, Mozilla Firefox, Google Chrome, BMC Remedy, 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 PC hardware, printers, software, mobile, virus removal, and corrected network issues.

• Escalated to tier 2 and tier 3 per documented procedures

• Trained other analysts in client systems and procedures

• Was tasked with updating the Remy website by copying updates from Word document and hand coding them into HTML.

• Personally wrote HTML and CSS code to build internal site to centralize frequently used links

• Received high QA scores for my tickets and interactions

**HP Smart Friend Services** | Sales & Support (contract) | Jan 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 software “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 back up their files and reinstall Windows XP, Vista, and 7.

**Florida Institute of Hypnotherapy** | Technical Director | Sep 2011 – Jan 2012

Tampa, FL

• Primary point of contact for all technical and website issues for staff and students

• Created technical training videos for students and staff

• Updated and maintained the school’s website

• Tracked student leads and activities using Salesforce and Excel

• Processed and tracked tuition payments via Paypal for the school

• Worked while attending the school and graduated as a Hypnotherapist with three certifications.

**Chase Solution 1 Helpdesk** | Tech Support (contract) | Jun 2011 – Sep 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 issues

• Help install/update/reinstall Citrix clients and plug-ins like Flash for Loan Officers and Mortgage Brokers.

• Install proprietary internal software on clients systems

• Used Bomgar to remotely support users

• Regularly achieved 98% on my call score card every week.

**Bell Techlogix** | Tech Support Agent | Mar 2009 – Apr 2011

Indianapolis, Indiana Area

• Hired as a Tier 1 analyst for the corporate team supporting over two dozen accounts

• Managed inbound and outbound phone, email, voicemail, and chat interactions using I3 and BMC Remedy

• Worked with and supported Windows XP/7/8, Microsoft Office 2003-2010, Internet Explorer 6-11, Mozilla Firefox, Google Chrome, BMC Remedy, 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

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**BestBuy** | Computer Sales | Apr 2008 – Sep 2008

• Helped customers find the computers and peripherals that fit their needs

• Answered questions about wireless networking solutions

• Rang up sales

• Helped empty new stock from the truck on Sundays

• Stocked printers, ink, paper, computers, laptop cases, keyboard, mice, and speakers.

• Cleaned computer sales area.

**Teleperformance** | Tier 2 DSL Tech Support Agent | Feb 2006 – Jun 2006

• Took incoming calls in a call center environment

• Averaged 80 calls a day

• Averaged 5 minutes per call to get clients setup and online

• Assisted customers in setup and/or repair of their Verizon DSL Internet connection

• Utilized database tools to create tickets.

**Education**

**Online Courses from Lynda.com**

• Adobe Illustrator Fundamentals

• Graphic Design Fundamentals

• JavaScript Fundamentals

**TechSkills Certifications:**

Attended 2008 – 2009

• CompTIA A+

• CompTIA Network+

• Microsoft Certified Technical Specialist in C#, .Net Framework 2.0, and ASP.Net

**The Florida Institute of Hypnotherapy**

Attended 2011 – 2011

• Certified Hypnotherapist

• Certified Clinical Hypnotherapist

• Certified Transpersonal Hypnotherapist

**School of PC Repair and Upgrades**

Attended 2000 – 2001

Learned PC Repair through a Mail Order Course.

Finished with 97% and awarded a Diploma.

**Sheridan High School**

Attended 1990 – 1994

Diploma