

# MIKAEL C. FRITTS web designer/content management specialist

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## Summary

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I am a **Web Designer** and **Web Content Specialist** focusing on modern website design using content management systems in both open source and enterprise environments.

## Experience

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### Central Piedmont Community College

November 2013 – Present  
Charlotte, North Carolina

#### Information Technology Services - System & Solutions Desk – Information Systems Analyst III

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- ◇ Primary contact for assistance with Web Technologies and Application Development for the ITS Help Desk and System & Solutions Desk.
- ◇ Initiated the CPCC ITS web site redesign; overseeing design, development, and implementation as the sole primary developer.
- ◇ Redesigned existing ITS website using Plone CMS focusing on agile development to improve UI/UX functionality by implementing intuitive design, WCAG 2.0 Level AA Conformance accessibility standards, and introduced dynamic page tagging for cross site document reference.
- ◇ Administrated content aggregation between the existing ITS website and the ITS web site redesign in both live and staging environments.
- ◇ Worked side by side with Sensoria featured artists to create multimedia exhibits utilizing streaming video solutions, HTML5 technologies, and live social media integration to enhance and enrich gallery installations.
- ◇ Provided the initial development and design of all content related to the CPCC Cloud web site, including, UI/UX design strategies, content delivery, and multimedia enhancement.
- ◇ Wire-framed and mocked a turn-key design for the Greenway Restaurant reservation system using modern HTML5, CSS3 and JavaScript technologies to provide the end user with the simplest UI/UX while integrating with the existing 3<sup>rd</sup> party payment solution to provide a branded and recognizable environment.

#### Information Technology Services - Help Desk Technician

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- ◇ Worked in a technical support environment, assisting customers with a range of problems, including but not limited to: student and employee account issues, network access problems, telecommunications requests, and registration problems.

- ◇ Responded to inquiries and requests from clients regarding the college's computer systems as well as personal computers, identifying problems, troubleshooting various issues, and providing solutions that assisted the client's needs.
- ◇ Acted as a customer service advocate in regards to resolving service requests and arbitrating between system analysts and clients when conflicts arose.
- ◇ Assisted clients both in person and on telephone call as a first contact representative of the technical services department.

## Freelance

**January 2002 – Present**

Charlotte, North Carolina / Worldwide

- ◇ Complied, edited, and transcoded promotional videos for web presentations. All videos were converted into .mp4, Ogg, and WebM formats for optimum browser compatibility and placed into existing pages using HTML5 with a Flash fallback for legacy and non-supported browsers.
- ◇ Oversaw the implementation of converting older static sites into responsive Wordpress themes for a network of three sites all serving unique content. Ran day-to-day social campaigns for all three sites across the major social platforms as well as managing Facebook ads and assembling daily analytics reports to refine focus on targeted demographics.
- ◇ Hand coded standards compliant XHTML/CSS and created custom graphics for numerous WordPress themes that I made available to the general public under the GNU and GPL licenses. Slice and diced pre-made website layouts from Adobe Photoshop and Adobe Illustrator documents into standards compliant XHTML, CSS, AJAX, jQuery, and other technologies to meet the client's original layout functionality needs.
- ◇ Created custom graphics in Adobe Photoshop, Fireworks, and Flash for general site layout, including navigation, icons, and sprites as well as creating targeted banner advertisements and paid-ad placement campaigns. Written several custom plug-ins for a large number of websites ranging from WordPress to Facebook using numerous API's including but not limited to PayPal, Best Buy, Twitter, and Google Maps.

## Sourcebits – Front End Developer

**August 2012 – November 2012**

Consultant

Charlotte, North Carolina / Worldwide

- ◇ Developed application components using HTML5/CSS3/Twitter Bootstrap for native and non-native mobile applications.
- ◇ Developed, converted, and implemented older static site design into new Content Management Systems with a focus on mobile engagement and the use of newer web technologies (HTML5/CSS3/jQuery, AJAX).
- ◇ Worked on projects ranged from small site updates to full site conversions as well as full application development from conception to production rollout.
- ◇ Worked directly with clients, project managers, as well as holding daily SCRUM meetings with the different development teams from around the world.

**Duke Energy – Front End Developer / Web Content Specialist****October 2011 – January 2012**

Contractor – Principle Group

Charlotte, North Carolina

- ◇ Worked within the RedDot Content Management System to create, modify and manage extensive pages across the Duke Energy domain; including development, QA, and live production environments.
- ◇ Developed, deployed, updated, and managed sub sites specific to new Duke Energy projects and programs aimed at residential and small business customers, with a focus on usability to direct traffic to specific content sections.
- ◇ Worked side by side with the User Experience Designer, other developers, and outside vendors to implement site wide changes to improve the overall look & feel, usability, and content delivery of new and existing pages as well as full micro sites. The primary focus was bringing new web technologies for a better user experience, using HTML5, CSS3, Image sprites, newer jQuery libraries and compressing code before delivering the final product to the production environment.

**Bank of America – Global Marketing and Corporate Affairs / Email Production Manager****January 2011 – July 2011**

Contractor – TEK Systems

Charlotte, North Carolina

- ◇ Worked within the Exact Target platform on numerous nationwide email campaigns; including creating, editing, testing, executing, and reporting final deliverability numbers. Collaborated with teams of ten to fifteen people per project.
- ◇ Created custom AMPscript functions that enabled the institution to: track impression tracking, relational data, control logic, as well as display Metadata associated with the data for major campaigns.
- ◇ Collaborated with the mobility team on creating new standards for HTML email templates for increased readability and end-user experience over a wide range of mobile products from smartphones to mobile tablets.
- ◇ Created guidelines for using embedded style sheets as well as the use of inline styling protocols specifically targeting native email clients on desktop and mobile devices.

**TIAA-Cref – User Interface Developer****July 2010 – October 2010**

Contractor – TEKSystems

Charlotte, North Carolina / New York, New York

- ◇ Worked in collaboration with the IT staff on development, troubleshooting, and other technical efforts related to Oracle UCM Content Server and SiteStudio Designer.
- ◇ Created and modified .pdf format documents to prepare legal filings with state regulatory agencies nationwide.
- ◇ Created new internet/intranet pages using the Adobe Creative Suite per company graphic and layout specifications to interpret future user's needs.
- ◇ Delivery of final products via StarTeam and SharePoint to team members in New York City, Denver and Boston.

- ◇ Converted site content from Serena Collage to Oracle UCM with new CSS specifications. Project included finding and removing deprecated HTML, unused code, transitioning links to server-side script and general troubleshooting.
- ◇ Collaborated with various teams for each project - usually 6 to 8 people per project.

**Data Tech Ventures – Front End Development / Application Development** **January 2000 – November 2009**  
Charlotte, North Carolina

- ◇ Designed, developed, and implemented over 50 fully functional websites with dynamic content using HTML, DHTML, XHTML, CSS, JavaScript, and AJAX using a primary LAMP backend.
- ◇ Designed, developed, and implemented hundreds of landing pages, traffic feeding pages, and misdirect pages using XHTML, CSS, JavaScript, PHP, and CNAME.
- ◇ Designed and developed thousands of custom theatres for affiliates utilizing the in-house custom theatre template system, relying on hand-coding rather than the heavy WYSIWYG backend editor.
- ◇ Developed many sites using a variety of the most popular content management systems including Wordpress, e107, Joomla, Drupal, XOOPS, phpNUKE, osCommerce, and Zen Cart. Created and maintained MySQL databases as well as managed and maintained the in-house \*nix (CentOS & Ubuntu) sever cluster.

**Education**

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<b>Central Piedmont Community College</b>	<b>August 2013 -Present</b>
Associate in Applied Sciences - Web Technologies (In progress)	Charlotte, North Carolina
Computer Technology Integration with a specialty in Web Technologies	
President's List	Fall 2013 - Present
Phi Theta Kappa	Spring 2014
<b>University of North Carolina, School of the Arts</b>	<b>August 1996 - June 2000</b>
BFA Program, Filmmaking - Film Direction and Producing	Winston-Salem, North Carolina

**Certifications**

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<b>Certificate in Computer Technology Integration - C25500 – C3</b>	<b>December 2013</b>
<b>Testout PC Pro Certification</b>	<b>December 2013</b>

### World Wide Web Consortium

January 2009 - Present

Received Excellency Degree Certifications for, [XHTML](#), [CSS](#), and [JavaScript](#).

### Expert Rating

September 2009 - Present

Received Excellency Degree Certifications for, [XHTML](#), [CSS](#), [CSS2](#), and [JavaScript](#).

## Skills

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Strong: [HTML5](#), [CSS3](#), [XHTML](#), [CSS](#), [JavaScript](#), [jQuery](#), and [Content Management Systems](#).

Experienced: [PHP](#), [XML](#), [MySQL](#), [Python](#), [AJAX](#), [SEO & SEM](#), and [AMPScript](#)

Programs, Applications, and Operating Systems: [Adobe Creative Cloud 2015](#), [Plone](#), [XCode](#), [RedDot](#), [WordPress](#), [Plone](#), [Process Wire](#), [dotCMS](#), [Drupal](#), [Joomla!](#), [PHPNuke](#), [Concrete5](#), [Exact Target](#), [Oracle UCM Content Server](#), [Oracle SiteStudio Designer](#), [Serena Collage](#), [Borland StarTeam](#), [Microsoft SharePoint](#), [Git](#), [Microsoft Office 2007 -2016](#), [Windows 9x and above Environments](#), [MAC OS X](#), and various [\\*NIX](#) environments.