

# Michael J. Stokes

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## Career Profile

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Qualified Front-end Developer with 5 years of experience designing and implementing client-facing applications. Deep functional and technical knowledge of the ServiceNow platform. Strong understanding of current ITIL practices and the Software Development Lifecycle (SDLC). Certified in ServiceNow System Administration and ITIL V4 Foundation in ITSM.

## Leadership Qualities

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- Creativity and Innovation
- Commitment and Passion
- Good communicator
- Honesty and integrity
- Team player
- Decision Making

## Technical Skills

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- JavaScript
- PHP
- HTML 5
- Salesforce
- CSS
- ServiceNow

## Professional Experience

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### Freelance Front-End Developer

September 2015-December 2021

Clients served: uStadium, NLM Marketing, Plum Direct Marketing, Method Savvy, Holly Springs Photography

- Created front-end websites for several clients and companies to launch their brands, delivering high-quality results, ending with 100% successful client-business relationships.
- Worked for over 5 clients, and 3 companies, and completed over 15 different projects using front-end and integration technologies.
- Created dynamic responsive web applications for clients using HTML, CSS, and JavaScript, resulting in improved user ability and user experience across all platforms and browsers.
- Customized WordPress sites using PHP, ensuring cross-platform compatibility and mobile-friendly, resulting in a 100% client success rate.
- Communicated closely with clients to uncover business requirements, provide technical requirements and roadmaps for work, completing projects on time and under budget.
- Collaborated with other developers and designers to build, deploy, and test responsive and mobile-friendly websites, with proven user ability, resulting in successful projects generating revenue for the client companies.
- Developed database architecture, web apps, browser extensions, and other user-facing components to ensure user-friendly experiences and store information seamlessly.

Infosys Raleigh, NC

March 2022 – Present

An Indian-based IT company that provides business consulting, technology, outsourcing, and digital services. Infosys creates dynamic opportunities for businesses, people, and communities. My purpose is to better understand the business practices of the IT industry, acquire professional experiences impact my IT career.

#### System Engineer (2022 – Present)

- Communicated with Field Technicians resolving work orders and service installation issues that led to customer satisfaction.
- Configured and customized the ServiceNow platform to meet business needs.
- Assisted with implementing and maintaining ServiceNow applications, creating workflows, and providing technical support.

#### Additional achievements:

- Created a custom-scoped application in ServiceNow where people can post garage sales in their city. The custom application implements the user administration where groups and roles are created for specific individuals to run and control the app.
- Developed an online trivia game based on YouTube videos using Ruby on Rails. The scope of the game application is to ensure that a user can log-in / log-out, create account, become a player, and answer trivia questions.

#### Education

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New Apprenticeship Raleigh, NC

December 2021 – March 2023

IT ServiceNow Bootcamp and Apprenticeship

General Assembly New York, NY

March 2015 – June 2015

Web Development Immersive

Johnson and Wales University Charlotte, NC

September 2004 – May 2006

Associates in Fashion Merchandising

#### Tools

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- Microsoft Suite
- Google Suite
- Mural
- GitHub
- Visual Studio Code
- WordPress
- Sublime

#### Certifications

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- ServiceNow Certified System Administrator
- ITIL V4 Foundation