**Mikael C. Fritts**

Web Developer / ITSM Analyst

Charlotte, North Carolina • +1-704-277-8707 • me@mikaelfritts.com • [mikaelfritts.com](https://mikaelfritts.com/) • [github.com/mikaelfritts](https://github.com/mikaelfritts)

Web Developer with 20+ years of experience in development, ITSM, and web accessibility within higher education and enterprise settings. Successfully led the deployment of inclusive, user-centered web solutions that enhanced service management and accessibility for diverse user groups.

**WORK EXPERIENCE
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**ITS – Enterprise Service Management - Software Analyst / Developer I** April 2023 – Present

Central Piedmont Community College, North Carolina, NC

* Serve as the primary front-end contact for all public-facing and private environments, ensuring seamless user experiences by addressing technical issues, implementing accessibility standards, and applying responsive design principles.
* Manage updates to the college's Drupal website, including custom coding and module development, while ensuring security compliance.
* Oversee integration of key modules in the TeamDynamix ITSM system, enhancing IT service efficiency and user support.
* Facilitate change enablement by designing change request forms and establishing an automated approval process.

**ITS - Web and Applications Development - Web Designer / Accessibility Consultant** October 2016 – April 2023

Central Piedmont Community College, North Carolina, NC

* Acted as the primary Drupal administrator and integration specialist, responsible for core updates to maintain site stability and security compliance.
* Developed and implemented new code and modules to support the college's digital strategy.
* Provided training on front-end web accessibility to staff and vendors, ensuring compliance with accessibility standards.
* Led a project to achieve WCAG 2 AA compliance for the college's website and mentored team members on best practices.
* Created prototypes for stakeholders to ensure quality assurance prior to project development.

**ITS - System & Solutions Desk – Information Systems Analyst III** November 2013 – October 2016

Central Piedmont Community College, North Carolina, NC

* Served as the primary contact for Web Technologies and Application Development support at the Help Desk.
* Managed the redesign of the CPCC ITS website, enhancing UI/UX through intuitive design and agile development practices.

**Front End Development Consultant** August 2012 – January 2013

Sourcebits, San Francisco, CA

* Created application components using HTML5, CSS3, JavaScript, and Bootstrap for mobile applications.
* Transformed static website designs into modern Content Management Systems, prioritizing mobile engagement.

**EDUCATION
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**Central Piedmont Community College,** Charlotte, NC

Associate in Applied Sciences — Web Technologies

**SKILLS
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* **Accessibility:** A11Y, aXe, WebAIM, WAVE, SiteImprove, JAWS
* **Front-End Development:** HTML5, CSS3, JavaScript, React, jQuery
* **Back-End:** Python, PHP
* **SaaS:** Acquia, Acquia Cloud IDE
* **Frameworks & CMS:** Drupal, WordPress, Django, Bootstrap, TeamDynamix
* **Version Control:** Git, Subversion
* **Data Integration:** GraphQL, JSON, AJAX
* **Databases:** MySQL, PostgreSQL
* **Design Tools:** Adobe Creative Suite

**CERTIFICATIONS
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* **Front-End Developer Professional - Meta (Expected: February 2025)**
* **ITIL 4 Foundations – Skillsoft**
* **Certified Professional in Accessibility Core Competencies – IAAP**
* **HTML5, CSS3, JavaScript Excellency Degree Certification** - edX W3C / Expert Rating