

Mikael C. Fritts

Web Developer / ITSM Analyst

Charlotte, North Carolina • +1-704-277-8707 • me@mikaelfritts.com • mikaelfritts.com • 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

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

Central Piedmont Community College, Charlotte, NC

Associate in Applied Sciences — Web Technologies

SKILLS

- **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

- **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**