# Michael Ragsdale

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## Professional Summary

A versatile professional with a background in team leadership and customer service, now building on a practical foundation in web development, server administration, and technical problem-solving. Eager to apply a unique blend of strong communication skills and technical aptitude to an entry-level IT or customer service role.

## Skills

- **Web Development:** PHP, HTML, CSS, JavaScript, Bootstrap, SQL (MariaDB), REST APIs
- **Accessibility:** WCAG, ARIA, Section 508, Deque axe
- **System & Tools:** Unix/Linux, InstallAware, Inno Setup, NSIS

## Technical Projects

- **Full Stack Web Server Deployment & Administration:** Provisioned, configured, and secured a cloud-based Linux server from the ground up to host both compiled (ASP.NET Core) and interpreted (PHP) web applications. Implemented Nginx as a reverse proxy and automated site management with a custom BASH script.
  - *Tech Stack: Linux (Ubuntu), DigitalOcean, Nginx, SSL (Let's Encrypt), UFW, BASH Scripting, systemd, Laravel Forge*
- **Personal Portfolio Website (michaelpragsdale.com):** Developed a custom, full-stack professional portfolio to serve as a central hub showcasing technical projects, skills, and professional experience. Integrating the Calendly API for automated interview scheduling to enhance user experience..
  - *Tech Stack: PHP, SQL (MariaDB), CSS, Bootstrap, JavaScript, Web Components, REST APIs*
- **RaggieSoft Presentation Software:** Engineered a custom presentation tool to overcome a mobility impairment during a university class. The web-based software, which pre-dated mainstream mobile solutions, featured separate presenter (with notes) and audience views, enabling a seamless presentation from an iPad.
  - *Tech Stack: PHP, HTML, CSS*
- **Responsive Photo Gallery:** Developed a responsive, web-based photo gallery for a class project, which included an intentionally broken element to demonstrate error handling and debugging skills.
  - *Tech Stack: HTML, CSS, JavaScript*

# Relevant Experience

**Clerk-Cashier** | Virginia Beach Parks & Recreation | Virginia Beach, VA | May 2023 – Present
- Supervised weekend front desk operations, trained new hires on ActiveNet software, and created accessible, Section 508 compliant documents.

**Section 508 Compliance Specialist** | ODU Online, Old Dominion University | Norfolk, VA | Nov 2019 – Jul 2022
- Ensured WCAG 2.1 AA & Section 508 compliance for online courses; remediated pages, verified student code, used Deque axe for reporting, and migrated content to Canvas.

**Retail Sales Associate** | University Village Bookstore (Follett) | Norfolk, VA | Jan 2019 – Aug 2020
- Assisted customers in the technology department, answering product questions and performing sales transactions.

**Data Entry Clerk & Meal Plan Ambassador** | Monarch Dining (Aramark) | Norfolk, VA | Jul 2017 – Dec 2019
- Successfully sold university meal plans to students and parents while managing timely and accurate data entry of post-cost information.

**Director of Administration** | Residence Hall Association, ODU | Norfolk, VA | Sep 2015 – May 2017
- Elected to a paid leadership role; managed organizational administration, prepared official minutes, and created presentations.

**Mobile Applications Developer Intern** | Dominion Enterprises | Norfolk, VA | Sep 2012 – Dec 2012
- Gained hands-on experience in cross-platform mobile development for Android & iOS using Titanium SDK.

# Education

- **A.S., Information Technology**, Tidewater Community College, Virginia Beach, VA (Expected Graduation: December 2026)
- **B.S., Customized Studies in Leadership**, Old Dominion University, Norfolk, VA (Coursework complete; one final course remaining)
- **Certificate, Business & Information Technology**, Wilson Workforce & Rehabilitation Center, Fishersville, VA (2010)