**William Michael Jaggers**

[michael.jaggers@gmail.com](mailto:michael.jaggers@gmail.com) | 816-787-1581

**Technical Skills**

* HTML5, CSS3, Bootstrap, Material UI, Responsive Design, React, JavaScript, TypeScript, C#, .NET, SQL Server Database, LINQ, Entity Framework, Web Accessibility, Git & GitHub, Webpack, Rest & GraphQL APIs, Microsoft Azure
* UX principles and the Adobe Creative Suite
* Effective communication on complicated technical subjects and implementations

**Experience**

**Quest Analytics**

**November 2022 — December 2023**

Software Engineer

* Full-Stack Engineer on an agile scrum team focused on building React SPA web applications in TypeScript used internally by Quest employees
* Engineered solutions on a file intake application in .NET (C#) to standardize, check and process documents stored in Azure blob-storage containers
* Solutioned GraphQL API query access to receive, send and update SQL Server database data using Entity Framework LINQ queries server-side
* Maintained optimal application performance via unit testing practices and troubleshooting bugs as reported
* Communicated across teams, worked in multiple Git repositories and helped to develop a system-wide front-end design language
* Delivered full-stack solutions as-needed by creating relational database tables and corresponding entities, new application process steps, jobs, and actions and expanding the user interface to satisfy ever-changing requirements

**Cox Automotive**

**September 2014 — November 2022**

User Interface Engineer (July, 2021 — Nov, 2022)

* Front-end UI Engineer on an agile web platform scrum team focused on building automotive websites
* Engineered dynamic widgets that run on a microservice based architecture using React.js
* Built and updated websites using Apache Velocity, Sass, JavaScript and other front-end technologies
* Developed user-centric websites using Responsive and Adaptive technologies
* Integrated accessibility features into existing and newer products
* Implemented unit testing coverage for solutions to ensure fortification

Web Developer II (Dec, 2017 — July, 2021)

* Implement advanced changes to DDC sites using HTML, XML, Velocity, CSS and JavaScript
* Troubleshoot and research issues using browser developer tools
* Write supporting software on an in-house platform called Gopher to automate production tasks using JavaScript and GitHub, deployed to AWS through Jenkins
* Code-review pull-requests into the Gopher GitHub repository
* Implement custom designs from SOW mock-ups using the Dealer.com CMS platform

Technical Project Manager (Aug, 2016 — Dec, 2017)

* Technical Project Manager for the Implementation Development team

Senior Project Manager (Jul, 2016 — Aug, 2016)

* Senior-level website implementation contributor

Front-End Designer (Sept, 2015 — Jul, 2016)

* Design, develop and test HTML and CSS that meet accessibility and web browser standards
* Utilize responsive design to support usability in desktop, mobile and tablet environments
* Resolve cross-browser layout issues and bugs
* Create site mock-ups using Adobe design software
* Interpret and convert existing site design and style guides into pixel-perfect web pages from Photoshop mock-ups

Website Technical Operations Specialist (Sept, 2014 — Mar, 2015)

* Member of the Lexus Tier-1 National Accounts support team and platform
* Manage the Salesforce client queue to ensure a 24-hour turnaround time on Dealer requests
* Coordinate with multiple departments to ensure quality and timely results to customer concerns and requests on deeper platform development needs

**Education**

**Centriq Training — Kansas City, MO**

* Full-stack Development Program (Jan. 11th 2021 – July 22nd 2021)

(Completed evening classes in 7 months while working full-time)

**Kearney Senior High School — Kearney, MO**