

Michael Masquith

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Objective

A web development position that maximizes opportunities to develop and implement dynamic and media-rich websites, support people and events, and provide access to vital information

Summary of Qualifications

- Proficiency with HTML, CSS, JavaScript, Flash/ActionScript, PHP, Java, and MySQL
- Experienced user of Dreamweaver, Flash, Fireworks, Photoshop, Strata, Bryce, Swift3D, and LightWave, G-Scribe... Windows and Mac
- Own and maintain 3 domains, work on numerous different websites
- Own recording studio, facilitating professional multimedia content production
- Experience with broadcast television production, including production direction, cameras, graphics, and audio

Accomplishments

- Converted decade-old U.S. Coast Guard National Maritime Center website to conform to Department of Homeland Security standards and templates 30 days ahead of schedule, resulting in a "Bravo-Zulu" commendation from the Coast Guard.
- Websites for Berryville Computers, Lions Rest studio, MyHomeLender, National Information Security Agency, MeetWinchester.
- Developed and implemented an intranet knowledgebase website, supporting over 50,000 visits per month from 225 employees. Resulted in strong increases in agent productivity and efficiency, approximately 50% reduction in dispatched tickets, and reductions in training and mentoring time spent.
- Created the 'Scanner' application, allowing real-time monitoring of service tickets. Handling over 8,000 tickets per month, it enabled service center management to prioritize work effort, resulting in a big reduction in missed deadlines, increased customer satisfaction, and significant revenue savings.
- Created the Siemens Customer Support Center Workstation, a scripting/macro application to heavily automate customer system access. Resulted in enormous reductions in keystrokes for repetitive tasks, with much improved consistency of work, saving at least 430 hours of labor per month.

Experience

2008 to present USGC (contractor) - Webmaster for U. S. Coast Guard NMC

- Converted then maintained and improved the National Maritime Center's website to W3C standards and DHS compliance. Provided programming expertise with HTML, CSS, ActionScript 3 and 2, and JavaScript, using Dreamweaver, Flash, Fireworks and Acrobat.

2001 to 2008

- Freelance web programmer: Providing programming expertise with HTML, PHP, CSS, ActionScript, MySQL, and JavaScript, using Dreamweaver, Flash, Photoshop, Fireworks and more for many clients.
- Television news director with TV3 Winchester: Working all positions in production, including audio director, technical director, camera operator, graphics operator. Using Avid NewsFlash to edit video for broadcast, G-Scribe and Photoshop to create broadcast graphics under extremely tight deadlines.

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- Director of Web Programming for MeetWinchester.com, a new community hub website using HTML, CSS, PHP, MySQL, JavaScript, and Flash together to present a comprehensive, searchable directory of businesses, services, events, arts, and much more.
- Sole web developer for National Information Security Agency, and designer/developer for MyHomeLender.com, Berryville Computers, and Lions Rest studio.
- Webcast engineer/producer for WebConferences.com: Operating a 3 remote-controlled PTZ camera setup with video / audio mixboards, 2 encoding computers, DVD / tape recording. Webcasts are streamed live using Real networks, Flash streaming in development.

1993 to 2001

Siemens ICN, formerly ROLM, Reston, VA

- IT Software Engineer: Supported service center personnel with an intranet knowledgebase website named OASIS, automation of repetitive tasks with the SCSC Workstation, and many ancillary applications. Used JavaScript, Java, Visual Basic, FrontPage, Dreamweaver, Photoshop, Fireworks, Flash, Access.

1988 to 1993

Siemens ICN, formerly ROLM, Reston, VA

- Field Service Rep: Using broad product knowledge, received and completed remote service and move-add-change customer requests.
- Technical Service Analyst: Served as mentor for several product lines. Completed initial versions of the Workstation and OASIS while still maintaining top TSA performance

1983 to 1988

Siemens ICN, formerly ROLM, Reston, VA

- Project Manager: Chose and supervised cabling subcontractor, coordinated system software creation and installation, coordinated manufacture and delivery of ROLM/Siemens business telephone, conducted customer planning and status meetings
- Technical Service Advisor: Took customer service issues, remotely diagnosed and repaired problems, dispatched field technicians
- Install Tech: Perform all onsite system hardware and software installation tasks. Design and build Main Distribution Frames, layout and install cabling.
- Service Tech: Perform onsite repairs to ROLM CBX systems and attached equipment.

Education

2003 Chubb Institute, Arlington, VA

Advanced Web Development & Business Programming (diploma)

Dean's list with Director's Honors (perfect 4.0 GPA)

1981 George Mason University, Fairfax VA

Computer Science, 2 years in the Computer Science curriculum.

1979 Ferrum College, Ferrum, VA

A.A.S., Engineering , Dean's list