



# MITCHELL L. DAWKINS II

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## EXPERIENCE

### Dropbox, San Francisco, CA — *Full Stack Engineer*

May 2021 - November 2024 | Remote

- Revamped tier-one support with an AI-powered chatbot solution, driving 20% CSAT improvement while spearheading the implementation of cookie-less tracking alternatives that ensured seamless Chrome compatibility and zero service disruptions
- Developed mature full-stack applications generating MM\$ in revenue, integrating third-party APIs into the Dropbox ecosystem to deliver scalable solutions that enhanced platform capabilities and streamlined user experiences
- Conducted comprehensive production monitoring and incident response using Sentry, Logstash, Kibana, and PagerDuty, analyzing anomalies in real-time data to prevent service degradation and leading SEV event management, while maintaining critical monetization pipelines and A/B testing frameworks

### ThriveDX, Miami, FL — *Lead Software Development Instructor*

December 2020 - December 2023 (Part-time) | Remote

- Instructing students in programming fundamentals and equipping them with the skills necessary to become successful Software Engineers.

### Service Express, Grand Rapids, MI — *Senior Software Engineer*

July 2020 - April 2021 | Remote

- Designed, implemented, and deployed features for legacy back-office software systems focused on PHP and MSSQL
- Partner with software developers, business analysts, quality assurance testers, and business users to achieve successful solutions
- Developed a Salesforce API integrated system to support sales and marketing team, written in Golang

### Varsity News Network, Grand Rapids, MI — *Software Engineer*

August 2017 - March 2020 | Remote

- Object-oriented PHP development and Git-based version control
- Automated testing (TDD, BDD, full-stack integration, and continuous integration) Development & Support for JS single-page applications and REST APIs using Silex and Doctrine, ReactJS, Symphony, Angularjs, Node.js, and their supporting ecosystems.

### Remote-Learner, Denver, CO — *Frontend Developer*

July 2018 - March 2020 | Remote

- Worked closely with Remote-Learner clients on customized solutions built on Moodle & Totara Learning Management Systems. Creating Sublime user experiences and developing AJAX-enabled, jQuery-powered user interfaces.

### US Signal, Grand Rapids, MI — *Senior Application Developer*

October 2015 - May 2016 (PHP Analyst)

June 2016 - January 2017 (Application Developer)

January 2017 - August 2017 (Senior Application Developer)

- Developed and maintained Order Manager, CRM, Quoting Tool, Purchasing, Sales/Agent Commissions, Invoicing, and Billing Software built with Zend Framework 1 & 2 and Doctrine ORM using Postgres DB.
- Database management support and data analysis of queries written in PostgreSQL. Query optimization to decrease query execution time and increase application performance.
- Developed and maintained a dynamic reporting system using PHP, JavaScript, Zend Framework 2, Apache, Nginx, Composer, Doctrine, Git

## TECHNICAL SKILLS

### Programming & Development Frameworks

Python, PHP, Express.js, Node.js  
JavaScript, TypeScript, React.js, Vue.js  
MongoDB, MySQL, MariaDB, Postgres  
TDD, BDD, Unit testing

### DevOps:

Linux  
Apache, Nginx  
Docker, AWS, Redis, Jenkins, Git, Gitlab, Github, Elasticsearch, Slack, Sentry, Vortex, Selenium, Kibana, Logstash, PagerDuty, Slack, Selenium, CI/CD, Babel, NPM, Yarn

## EDUCATION

### Bachelor of Science, Information Systems Technology

Seminole State College of Florida  
Magna Cum Laude

### Associate in Science, Computer Programming and Analysis

Seminole State College of Florida  
Magna Cum Laude

## TECHNICAL CERTIFICATIONS

Computer Web Development  
Seminole State College of Florida  
December 2015

Information Technology Analysis  
Seminole State College of Florida  
December 2015

IT Client Specialist  
Seminole State College of Florida  
December 2015

Computer Programming  
Seminole State College of Florida  
December 2015

Computer Programming Specialist  
Seminole State College of Florida  
December 2015

