



MITCHELL L. DAWKINS II

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EXPERIENCE

AdHoc Research Associates, Havre de Grace, MD — Senior Computer Programmer

Oct 2025 - Present (contract) | Remote

- Architect and deliver custom enterprise web applications using PHP 8+ and VueJS, leading full stack development initiatives aligned with stakeholder and federal engineering requirements
- Integrate automation and AI assisted development workflows to accelerate delivery, improve testing coverage, and enhance code quality standards
- Design scalable backend services and RESTful APIs in PHP while building reactive, component driven frontends using VueJS and modern JavaScript tooling
- Apply advanced problem solving and systems analysis techniques to reduce technical debt and guide long term application architecture strategy

Dropbox, San Francisco, CA — Full Stack Engineer

May 2021 - April 2025 | Remote

- Led AI chatbot rollout to revamp tier-one support, boosting CSAT by 20% and ensuring seamless cookie-less tracking for Chrome compatibility
- Built on full-stack apps driving \$MM revenue, integrating APIs into Dropbox for scalable, user-centric solutions
- Managed real-time production monitoring and SEV events using Sentry, Kibana, and PagerDuty, safeguarding monetization pipelines and A/B testing systems triaged SEV incidents, and resolved production issues triggered by server errors
- Monitored and optimized system performance to ensure continuous improvements and reduce latency across internal services
- Implemented API integrations to enhance workflow automation between Dropbox tools and third-party applications
- Participated in cross-functional collaboration to support internal tooling, infrastructure, and deployment processes
- Leveraged data insights to identify bottlenecks and proactively recommend solutions for platform efficiency

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 stakeholders and business users to achieve successful solutions.
- Developed a Salesforce API integrated system to support the 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

- Delivered advanced Moodle and Totara LMS custom solutions, improving user experience and performance for enterprise clients.

US Signal, Grand Rapids, MI — Senior Application Developer

Senior Application Developer | 2015 to 2017

- Promoted twice from PHP Analyst to Senior Application Developer within two years. Architected and maintained enterprise CRM and billing systems using PHP, Zend, PostgreSQL, and Git based deployment workflows

TECHNICAL SKILLS

Programming & Development Frameworks

JavaScript, TypeScript, Python, Laravel, Express.js, Node.js
PHP, 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