

# michaelbiggers

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## PROFILE

### The quick story:

I'm a front-end developer who has spent the last few years building teams and establishing processes. Most recently, I led a fully remote team of designers, developers, and writers who work with clients on our in-house SaaS platform.

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## EDUCATION

### Bachelor of Arts, Digital Media

University of Central Florida, Orlando, FL

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## EXPERIENCE

### Manager | Design Team / Twenty Over Ten (acquired by FMG Suite)

November 2020 – January 2022

Successfully transitioned Support to an independent reporting structure, and folded in our copywriting team to work more closely with our designers/developers.

### Team Lead | Design & Customer Support / Twenty Over Ten

January 2020 – November 2020

Took ownership of CS team to grow it from a single-person team and established it as a critical part of the company.

### Design Team Lead / Twenty Over Ten

October 2018 – January 2020

Primary goals:

- Foster long-term employees by encouraging growth and skill exploration
- Create processes for a growing team
- Contribute to product-level discussions to help shape our service offerings

### Web Designer/Developer / Twenty Over Ten

September 2017 – October 2018

### Web Designer / Platinum Advisor Strategies

January 2016 – September 2017

### Web Designer / Fifty5oh

September 2015 – June 2016