

Michael Mitacek
(416) 277-3174 · michael@mitacek.com

Webmaster/Developer

Content Management	Advanced Content Management Systems (CMS) management and support. Provided Content Management System training to hundreds of individuals
Webmaster	Managed internal intranet serving over 12,000 users.
Website Maintenance	Member of the team that did a complete redesign of the HR website at the CRA
Database Administration	Extensive experience with CMS interfacing with DB2 databases
Technical Writing	Wrote a 27 page Technical Appendix on how to use wCMS, along with guidelines and policies
Providing Training	Provided CMS training to over 200 individuals in tax service offices around the province

AWARDS

Assistant Commissioner's Award of Excellence, Team Achievement and Internal Service Delivery, 2007-2008

Professional Experience

Ontario Region Communications, CRA

2007 – 2011

Webmaster (Canada Revenue Agency)

In this role, I served over 12,000 users across Ontario.

Highlights

One large challenge we were facing was the development of a new Corporate HR website on our regional Intranet. We have been receiving ongoing complaints that content was difficult to find, and that when it was found, it was out of date.

Our solution was a complete redesign from scratch of the Regional HR site

As a result of our actions we were able to significantly increase the amount of traffic that was brought to our regional HR website. We were also able to dramatically reduce the amount of complaints that were received regarding broken links, missing content, or outdated content on the Regional HR site.

Content Management

- Provided Content Management System training to hundreds of individuals with varying levels of technical knowledge.
- Oversaw and coordinated content management and user experience, and created and maintained a consistent Web site architectural structure.

Website Maintenance

- Manage the day-to-day operations of the website and Intranet, including updates, maintenance, and ongoing development.
- Ensured a consistent look and feel across the Web site by promoting uniform fonts, formatting, icons, images, and layout, and creating appropriate templates to assist content authors.
- Found, diagnosed, and fixed Web site problems, including broken links (both internal and external), typographical errors, and formatting inconsistencies.
- Assisted in planning, defining, designing, implementing, and managing mission critical .Net, PHP, and various other Web application environments hosted on Windows Server 2003-2008 server platforms.
- Proposed and implemented system enhancements that improved the performance and reliability of systems, website usability and functionality
- Managed the acquisition and ongoing maintenance of the organization's domain names with the appropriate registrars.
- Monitored, analyzed, and reported on Web site traffic and downloads.
- Coding, testing, and debugging web content in Microsoft.Net, PHP, ASP, and CSS. Monitoring websites, web-based applications and other

programs and databases to identify process and programming inefficiencies and recommending improvements.

Database Administration

- Maintain SQL/mysql Databases and designing customized reports.

Technical Writing

- Assisted the Manager, IT and Knowledge Management to develop and implement a strategy for web development and search engine optimization as well as working with end users to gather information and user requirements to create specification documentation.
- Wrote a 27 page Technical Appendix on how to use wCMS, along with guidelines and policies.
- Prepared reports for large-scale projects. Conducted project planning, including: user needs analysis, usability testing, and gap analysis.

Technical Skills

- Advanced knowledge in Content Management Systems (CMS). Used a CMS to develop and maintain bilingual Government of Canada intranet sites.
- Proficient with Microsoft Office Suite including Word, Excel and PowerPoint
- Knowledgeable in XHTML, CSS, JavaScript and SQL. Worked with IBM DB2 databases to create web forms.
- Experienced with Adobe Creative Suite, including Photoshop, Dreamweaver, and Acrobat. Created professional PDF documents for public distribution.
- Experienced with Java and C programming languages.

EDUCATION

- Wilfrid Laurier University; **Computer Science Major**; 2006
- Dr. G. W. Williams Secondary School; **OAC**; 2003