

MICHELLE ARMSTRONG

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SUMMARY

Full-stack software engineer with a background in enterprise IT and operations, building scalable web/mobile applications. Experienced in delivering end-to-end solutions with a focus on automation, infrastructure, and system reliability. Passionate about writing well-documented clean, testable code, exploring AI-assisted workflows, and continuously growing in cross-functional environments.

TECHNICAL SKILLS

Languages, Frameworks & Libraries: HTML5, CSS3, JavaScript, TypeScript, React, Node, Express, Next, Tailwind CSS, Bootstrap, SQL, Python
Databases: PostgreSQL, MongoDB, MySQL (relational query writing, schema design), Supabase
Tools & Technologies: Git, GitHub, Git Bash, REST APIs, Figma, PowerShell, Vercel, ServiceNow, Microsoft Intune, Copilot, Claude, ChatGPT
IT Operations: Jira, DevOps, CI/CD, Agile Scrum, Kanban, Process Automation, Splunk, Technical Documentation, Unit & Integration Testing

PROFESSIONAL EXPERIENCE

Software Engineer | *100devs (Apprenticeship Agency)* *Jan 2026 – Present*

- Built and deployed full-stack web applications in a collaborative Agile/Scrum environment using React, Node.js, and MongoDB
- Developed accessible, semantic UIs using HTML5, CSS3, and Tailwind CSS with mobile-first and WCAG-compliant design standards
- Contributed to code reviews, sprint planning, and daily standups, improving code quality and maintaining continuous delivery cadence
- Wrote and maintained unit/integration tests across full stack, catching regressions early and upholding software quality/reliability
- Integrated AI-assisted tooling into the development workflow, accelerating code review cycles and improving overall code quality

Full-Stack Web Developer | *Iyashicoded (Freelance)* *Dec 2025 – Present*

- Architected and delivered full-stack MERN applications for business clients, owning the complete SDLC from requirements and system design through testing, deployment, and post-launch maintenance
- Built performant, responsive React UIs with a focus on mobile-first design, accessibility (WCAG), and intuitive UX
- Designed/implemented RESTful APIs with Node.js and Express.js, incorporating JWT authentication, input validation, and error handling
- Integrated third-party APIs and external services, managing data flow, state synchronization, and graceful failure handling
- Maintained CI/CD pipelines and version control workflows using Git and GitHub, ensuring consistent and reliable deployments
- Managed multiple client engagements simultaneously, consistently delivering on scope, timelines, and stakeholder expectations

Enterprise Mobility & Collaboration Systems Engineer | *Abercrombie & Fitch Co. (via Apex Systems)* *Jan 2025 – Present*

- Authored and maintained technical documentation standardizing troubleshooting and deployment processes
- Coordinated cross-functional communication across IT, retail operations, and third-party vendors to resolve service disruptions
- Leveraged Microsoft Intune MDM to monitor device health, enforce policies, and maintain service continuity
- Conducted QA checks to ensure devices met performance, security, and compliance requirements prior to deployment
- Led lifecycle management of 1,000+ corporate/retail devices across global tenant, ensuring 99%+ compliance with security standards
- Administered Microsoft 365 and AvePoint governance policies in alignment with organizational cybersecurity framework requirements
- Wrote PowerShell scripts to automate repetitive device provisioning and remediation tasks, applying programmatic logic and debugging

Tier 2 Regional IT Service Desk Analyst | *American Honda Motor Company (via Robert Half)* *Oct 2024 – Dec 2024*

- Resolved 20+ tickets daily within SLA across enterprise applications, hardware, networking, and connectivity issues for regional offices
- Diagnosed and remediated complex multi-system issues spanning Microsoft 365, VPN, Active Directory, and enterprise applications
- Maintained ServiceNow knowledge base documentation, improving team-wide first-contact resolution rates/reducing repeat incidents

Tier 1 Help Desk Support Specialist | *Williams-Sonoma, Inc.* *Oct 2020 – Jul 2024*

- Provisioned accounts, managed access controls, and resolved authentication issues across multiple enterprise platforms and directories
- Managed high-volume ServiceNow ticket queues in a large enterprise environment, consistently meeting SLA and performance metrics
- Built and maintained knowledge base articles documenting recurring issues and resolutions, measurably improving team efficiency
- Delivered clear, empathetic technical guidance to non-technical end users, consistently maintaining high customer satisfaction scores

EDUCATION

Dual B.S. – Japanese Applied Language & Intercultural Studies/Literature, Media & Communication | *Georgia Institute of Technology*

Full-Stack Software Development Certification · MongoDB · Express.js · React · Node.js | *Color Coded Labs*

IT Technical Training Program · CompTIA A+ · Google IT Support · ITIL 4 Foundation · DevOps Leader | *Per Scholas*