

PROFILE

Carl is an accomplished and bilingual Web Specialist with a passion for creating and supporting engaging, accessible, and seamless digital experiences for the public. With expertise in building JamStack applications using JavaScript, APIs, and Markup, he stays ahead of industry trends by continuously studying new CSS and JavaScript features. Carl thrives in fast-paced environments, adeptly managing projects within tight deadlines while maintaining a strong attention to detail.

Adept at both front-end and back-end development, Carl combines technical expertise with strong interpersonal and analytical skills. He is highly organized, detail-oriented, and committed to helping businesses achieve their objectives by writing clean, efficient code for test-driven development. Beyond development, Carl brings experience in web content management, accessibility compliance, and user interface design, making him a versatile asset to any team.

TECHNICAL SKILLS & AREAS OF EXPERTISE

- **Web Development:** HTML, CSS, JavaScript, ARIA, Accessibility Compliance
- **CMS Expertise:** WordPress, Adobe Experience Manager
- **Graphic & UI Design:** Photoshop, Illustrator, InDesign, XD, Figma
- **Project & Process Management:** Concept Ideation, Process Development, Documentation
- **Leadership & Collaboration:** Team Leadership, Training, Peer Mentoring

EDUCATION

- Graphic and Web Design — John Abbott College
- Certificate Computers and Information Technology – McGill University

LANGUAGE

Bilingual: French, English

WORK EXPERIENCE

Project 1

Concordia University, University Communications Services

Web Support Expert, Developer, Content Specialist

April 2022 – present (36 months)

Serving as a **Web Support Expert, and Developer**, I provide **technical expertise, troubleshooting, and development support** for web development, accessibility compliance, and content management across **Concordia University's digital platforms**. These platforms include the university's website, mobile application, newsletters, and web-based services, which serve over **50,000 students and 7,000 faculty and staff members daily**. My role focuses on ensuring seamless functionality, **improving user experience**, and supporting web migration and accessibility initiatives.

Key Responsibilities & Achievements:

- **Web Development & Accessibility Support:**
 - Update and maintain existing web components to comply with Web Content Accessibility Guidelines (WCAG) AA standards, ensuring an inclusive digital experience for all users.
 - Conduct comprehensive accessibility audits using tools like SiteImprove, axe DevTools, and Wave, addressing issues through code enhancements, content updates, and structural modifications.
 - Perform functional testing using screen readers like VoiceOver to identify usability challenges faced by visually impaired users and optimize website navigation.
 - Provide technical support for teams and stakeholders, addressing website bugs, broken components, and optimization issues.
- **Development & Migration Projects:**

- o Actively participate in website migration projects, ensuring a smooth transition to new frameworks while preserving content integrity and accessibility standards.
 - o Build and maintain reusable web components in Adobe Experience Manager (AEM), utilizing HTML within Java Server Pages (JSP) to ensure consistent page rendering.
 - o Leverage XPath and SQL queries to extract data from AEM's CRXDE node-based database, assisting in debugging, reporting, and data migration efforts.
 - o Assist in mobile app content migration and feature enhancements within Twixl Publishing, improving user experience using HTML, CSS, and JavaScript.
- **Process Improvement & Technical Enablement:**
 - o Spearheaded the introduction of GitHub for version control and CI/CD workflow, significantly improving the efficiency of development, bug tracking, and team collaboration.
 - o Participate bi-weekly release cycles, conducting pre-staging and functional testing to identify and resolve critical issues before deploying updates to production.
 - o Develop comprehensive documentation on accessibility best practices, component usage, and troubleshooting procedures, enabling streamlined onboarding and knowledge transfer.
 - o Provide technical onboarding and training to developers, and content teams on AEM workflows, accessibility tools, and development best practices.
 - o Deliver presentations and knowledge-sharing sessions on new development tools, major component updates, and accessibility compliance requirements.
- **Newsletter & Mobile Support:**
 - o Ensure cross-platform responsiveness of university newsletters by testing AEM-generated content in Selligent, validating email rendering across clients like Microsoft Outlook and mobile devices.
 - o Optimize and maintain the Concordia mobile application, ensuring smooth integration of web-based technologies and resolving performance-related issues.

Project 2

Rheolution, Montreal

Web Developer

August 2021 – March 2022

Rheolution designs IoT-enabled modular lab instruments for Life Sciences and Agri-Food, offering scalable, intuitive solutions that enhance R&D efficiency with seamless adaptability, wireless connectivity, and smart analytics.

Worked as a Web Developer, reporting directly to the CEO, to design and implement a customer portal solution using Zoho Creator. The goal was to build a scalable, user-friendly, and efficient platform that allowed customers to access relevant information, interact with company services, and manage their accounts seamlessly. This project involved a mix of front-end development, back-end scripting, database management, and UI/UX design collaboration to ensure a polished and functional end product.

Key Responsibilities:

- **Customer Portal Development:** Led the development of a custom web-based customer portal using Zoho Creator, designing and coding essential features such as interactive dashboards, and content updates.
- **Database Design & Integration:** Structured, connected, and optimized the underlying database architecture to support smooth data retrieval, processing, and storage for portal users. Ensured seamless synchronization between the portal and internal business systems.
- **User Interface & Experience Design:** Collaborated with UI/UX designers to create a visually appealing, responsive, and intuitive interface, enhancing accessibility and user engagement across desktop and mobile platforms.
- **Core Functionality Development:** Implemented various functional modules using Zoho Creator's proprietary Deluge scripting language, enabling advanced form processing, automation workflows, and user-driven actions.
- **Cross-Team Collaboration & Agile Development:** Worked closely with the CEO, CTO, and other stakeholders to define requirements, prioritize development tasks, and align feature goals with business needs. Followed an agile development approach, delivering iterative updates and gathering feedback to refine the system.
- **Feature Enhancements & Customization:** Designed and deployed dynamic content rendering, and data visualization dashboards to provide customers with interactive access to their information.
- **Testing, Debugging & Quality Assurance:** Conducted extensive functional testing and debugging throughout development to ensure smooth performance, identify issues early, and minimize post-deployment errors.

- **Deployment & Documentation:** Assisted in the final deployment process, ensuring a stable production release, and provided comprehensive documentation for system maintenance and future upgrades.

Key Achievements:

- Began building a fully functional and scalable customer portal that streamlined customer interactions and improved business efficiency.
- Reduced the need for manual data entry and repetitive administrative tasks by implementing smart automation workflows, improving productivity.
- Played a pivotal role in technical decision-making, contributing to both high-level architectural planning and hands-on coding execution.