

# Fletcher Kitchell

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## Professional Summary

I am a software developer with a strong desire to help other people make their work more efficient. I have a long history working in customer service positions in various industries and have developed a talent for figuring out what people need and how to deliver it to them. I'm the type of person who thrives working on a team. I was even voted by my peers to receive my Eleven Fifty Academy Cohort's Core Value Award for Teamwork.

## Development Projects

**Piggyback Application** – a freelance project with a startup company and is being built using .NET Core and RESTful API connections. (I signed an NDA and am limited on what specifics I can discuss.)

**MousePark API** – a multitier ASP.NET Web API that allows user to create, manage, and rate theme park attractions. ([github.com/Fkitchell/MousePark](https://github.com/Fkitchell/MousePark))

## Skills

### Programming Languages

- C#, SQL, HTML5, CSS3, Bootstrap

### Technical Proficiencies

- ASP.Net MVC, Git/GitHub, .Net Core and Framework

## Work Experience

### Software Developer

July 2020 - Present

Freelance – Indianapolis, Indiana

- Currently collaborating on a startup financial application being built as an API Middleware program.

### IT Help Desk Specialist

Aug 2016 – Apr 2020

Marian University – Indianapolis, Indiana

- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Patched software and installed new versions to eliminate security problems and protect data.
- Created support documentation that empowered and enabled the user community to extend skills, leverage system features, and find resolutions to questions without intervention from the support team.
- Evaluated user problems, using test scripts, personal expertise, and probing questions.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting.
- Configured hardware, devices, and software to set up workstations for employees.

### IT Help Desk Specialist

Sep 2015 - Aug 2016

Marian University – Indianapolis, Indiana

- Perform software and hardware updates on Marian University computers.
- Answer phone calls of university faculty, staff, and employees and work to resolve issues.

## Education

### Eleven Fifty Academy

May - July 2020

Net Software Development Boot Camp

### Marian University Indianapolis

Aug 2013 – May 2016

Psychology, Philosophy, Pastoral Leadership