

# Fletcher Kitchell

---

Indianapolis, IN 46208 • (317)702-1865 • fdkitchell@gmail.com  
linkedin.com/in/fkitchell • github.com/fkitchell • fkitchell.github.io/portfolio

---

## Professional Summary

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.

## Technical Skills

- Agile
- API design
- ASP.Net
- Azure
- Bootstrap
- C# specialist
- Git/GitHub
- HTML/CSS
- Leadership
- .Net Core
- Research
- Software Development
- Technical assistance
- Visual Studio

## Education

### .Net Software Development Boot Camp – July 2020

Eleven Fifty Academy

### Marian University Indianapolis

Psychology, Philosophy, Pastoral Leadership 2013 - 2019

## Licenses & Certifications

Software Development Gold Badge - Eleven Fifty Academy

Software Development Blue Badge - Eleven Fifty Academy

Software Development Red Badge - Eleven Fifty Academy

## Experience

### 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 user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Broke down and 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 tasks.
- Configured hardware, devices and software to set up workstations for employees.

### Help Desk Student Worker

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.

### Teacher for Summer Religious Education Program

May 2015 – Aug 2015

Diocese of Superior, Wisconsin – Superior, Wisconsin

- Taught 1st-6th grade children religious material.
- Hosted and gave reflections on similar subjects to middle and high school students.
- Served as the liaison between the team of four college students and the Diocese or the Parish we were serving.