Ben Mitchell

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Experience

Wyndham Worldwide – *Orlando, Florida*

Technician I – Mobile Services   [May 2016 – Present]

- MobileIron Administrator
    - 3rd Level support managing company's Apple Device Enrollment Program & Android Enterprise
    - Mobile Device Management (Android\iOS)
    - Apple Business and Developer Account Manager of Corporate In-house Mobile Applications
    - Lead iOS Tester/Troubleshooter vetting each Apple Release for Corporate use
    - Experience Managing Active Directory Distribution List managing corporate and personally owned devices
    - Tasked with maintaining server stability, upgrades, networking and creation of service documents for EUS
    - Systems Engineering experience integrating applications such as Workday, Service Now & more

Darden Restaurants– *Orlando, Florida*

Contractor – Mobile Business Technology   [Dec 2015 – Feb. 2016]

- Mobile Testing for The Capital Grille Concierge mobile application (iOS/Android)
- Use of HP Applications Lifecycle Management to input defects and triage issues
- Public application put together with the efforts of offshore partners and brand ambassadors
- Team environment used to distribute workload between different platforms and app versions
- Use of Test Fairy and Test Flight to distribute applications

The Walt Disney Company – *Orlando, Florida*

Contractor – Mobile Business Technology   [Oct 2014 – Nov. 2015]

- The Walt Disney Company's Apple Enterprise Developer Account Admin
- Testing Lead for high profile applications conducting manual testing on mobile and web platforms
    - Blockoutdates.disney.com (External), Bob Iger's Management Meeting (Native iOS), Recognition (Internal)
    - Light Selenium Integration work mixed with manual testing
- Liaison for operations team helping with application outages including maintaining server stability and upgrades
- Worked with offshore partners to debug and provide solutions to day-to-day issues involving production software
- Technical writing detailing processes for developed software and initiates for Business Units to consume
- Data ingestion for high profile applications including monitoring feedback forums for bug reporting
- Gartner Symposium/ITxpo 2015 attendee to find and evaluate software based on requirements for upcoming projects
- Leveraged WordPress, XCode, Polymer (Web Components) and proprietary MDM and MAM technologies to create services for department.

HD Supply – *Orlando, Florida*

IT Intern – Content Management   [May 2014 – Aug. 2014]

- Support multiple business unit's legacy programs by creating solutions for bugs and minimizing server downtime
- Met with clients to gather requirements and later to administer user acceptance testing to insure completeness
- Managed projects with offshore assets breaking large projects into small task
- Exposure to Oracle Apex, PL/SQL, Microsoft SharePoint and JavaScript via code reviews and demo applications
- Created Web Tools for reports leveraging Visual Studio and Microsoft SQL Server to create a dynamic .Net Web App
- Aid in software installation, testing and rollouts revamping processes providing increased revenue for company
- Organized extracurricular activities with intern group to promote work life balance and company culture

University of West Florida – *Pensacola, Florida*

System Design Engineer   [Jan. 2014 – May 2014]

- Capstone Project designing an iOS application for Wards & Barnes, P.A Attorneys At Law
- Followed Waterfall SDLC Model with closed loop communication to stakeholders
- Created project proposal & requirements documentation as well as UML artifacts to model data after
- iOS Team Project Manager doubling as a programmer during implementation phase
- Organized team members to work efficiently based on skill sets and provided resources for development

Crunchy Logistics – *Orlando, Florida*

Software Engineering Intern   [Oct. 2013 – Dec. 2013]

- Developed software in multiple languages such as ARM, Java, Cocoa frameworks for iOS and OSX
- Conducted research for new projects using OpenGL to create new flagship products
- Created ping pong score keeping game in Java with online SQL database profile integration for stats and leaderboard

Auto Auctions Solutions - *Pensacola, Florida*

Java Developer   [Sept. 2012 – Sept. 2013]

- Coded and tested modifications of company software in Java using Eclipse IDE
- Debugged business critical issues in software as described by company ticketing system for current contract holders
- Maintained SQL databases using standard CRUD operations in Microsoft SQL Server
- Created JFrame and JPanel overhauls for data models increasing customer satisfaction and reduced learning curves
- Created custom automated print jobs for company's point of sale systems Zebra Printers
- Leveraged TortoiseSVN for source control to keep updates aligned for production version of software

Education

University of West Florida
Associate of Arts – *Pensacola, Florida*   [Spring 2014]
Completed Computer Science Curriculum, finishing bachelor's degree residency requirement part time with electives online. Projects using Oracle DB, PHP, XSLT, Visual Studio(C#), Java, C on UNIX and Windows Systems.

Leadership

Phi Beta Sigma Fraternity, Inc. – *State of Florida*
Director of Technology   [Jan 2020 – Present]
● Appointed position in charge of managing states technology initiatives such as teleconferencing, website site (floridasigmas.com) updates and YouTube channel content creation.

University Of West Florida SGA – *Pensacola, Florida*
College Of Arts and Science Senator   [May 2012 – April 2013]
● In charge of delegating $250,000 of UWF's A&S budget to student organizations
● Sponsored and passed bills needed to update verbiage in constitution to benefit student body
● Worked with other committees and organizations to write legislation on behalf of students
● Responsible with reprimanding fellow senators that violate constitutional by- laws
● Responsible for reviewing University of West Florida's Student Government Association Constitution and Statutes
● Member of the Rules and Statues Committee

National Society of Black Engineers – *Pensacola, Florida*
President   [Oct. 2011 – May 2013]
● Chartered the University of West Florida's chapter on the main campus
● Trained E-Board with transferable skills for individual leadership success
● Created career development activities such as professional attire, LinkedIn and resume improvement workshops

Activities

● Meetups: Orlando Developers
● Central Florida Urban League Young Professionals
● Orange County Florida NAACP
● Toastmasters Wyndham Easy Speakers
● Phi Beta Sigma Fraternity Inc.