Ben Mitchell

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Core Competencies/Skills

Change Management	Software Dev	Java	C\C++\C#	HTML\CSS\JavaScript	SQL
SDLC\Scrum\Waterfall	Source Code Control	Service Now	Splunk	Active Directory	Jira
Selenium (testing) Integration	Brand Promo	UI updates	Eclipse	XCode	Slack
Object Oriented Programming	Product Owner	Team Lead	Code Reviews	MobileIron	Teams
Leadership collaboration	iOS Mobile App PM	Break Fix	Tech Writing	Security Audits	Zoom
Apple Business Manager	Apple Dev Program	App Insights	TestFlight	Test Builds/Betas	AppStore

Experience

Travel + Leisure Co. – *Orlando, Florida*
Technical QA II Engineer – Quality Management Office (IT)   [April 2022 – June 2023]

- Team Lead for Club Wyndham (Web) and WorldMark by Wyndham (Web) Lift & Shift Capital Expense Project
  - Management of 5 member offshore team to deliver end to end testing suite for project go live
  - Apart of global support team responsible for driving revenue more than $8 billion dollars
- Project covers updates for backend services, graphical and implementation of new features for legacy software
  - Sites gives company's 816k Vacation Club Owners access to search, book and manage vacation experiences from over 245 Vacation Clubs Worldwide
  - Special IT Roadmap project within annual $40 million dollar capital spend
- Test responsibilities include estimation, test planning, development of execution of test cases, documentation and tracking of defects, test data creation, load balancing, UAT planning and execution and reporting
  - Recognized as a key contributor for delivering builds for Fall and Summer releases

Travel + Leisure Co. – *Orlando, Florida*
Technician I – Mobile Services   [May 2016 – April 2022]

- MobileIron Administrator managing company's Apple (iOS) Device Enrollment & Android Enterprise Programs
- Apple Business and Developer Account Manager of Corporate In-house Mobile Applications
- Company administrator of enterprise wireless telecommunication accounts (10k+)
- Mobile Device procurement for android and iOS devices including management of software licensing
- Managed vendor relationships for enterprise for Verizon, AT&T and Bell Canada (Purchasing and Charge Backs)
- Budgeting and forecasting service charges while reporting variances to upper management
- Cost-benefit analysis including bill reduction and review of service offerings
- Created data driven dashboards using Service Now to manage company workload
- Lead iOS Tester/Troubleshooter vetting each Apple Release for Corporate use (Risk Mitigation)
- Experience managing Active Directory Distribution List
- Systems Engineering experience integrating applications such as Workday, Service Now, Microsoft Azure
- Performed technical security assessments with company's audit, compliance, and network security teams
- Worked with business to harden infrastructure with Okta Device Trust to access corporate data
- Developed solutions for business to properly secure mobile devices including Apple TV's for public kiosks
- Process improvement and technical writing

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 mobile app put together with the efforts of offshore partners and brand ambassadors

The Walt Disney Company – *Orlando, Florida*

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

- Code Testing Lead for high profile applications conducting manual testing on mobile and web platforms
- Liaison for operations team helping with application outages, maintaining server stability and upgrades
- Data ingestion for high profile applications including monitoring feedback forums for bug reporting
- Tasked with finding and evaluating MDM and MAM software based on requirements for upcoming projects

Professional Related Roles

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

System Design Engineer (Capstone Project)   [Jan. 2014 – May 2014]

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

Java Developer   [Sept. 2012 – Sept. 2013]

Education

University of West Florida
Computer Science – *Online Campus*   [Estimated Summer 2024]
Projects using Oracle DB, PHP, XSLT, Visual Studio (C#), Java, C on UNIX and Windows Systems

University of West Florida
Associate of Arts – *Pensacola, Florida*   [Spring 2014]

Leadership

Metro-Orlando National Pan-Hellenic Council – *Orlando, Florida*   [Jan 2022 – Present]
President

Phi Beta Sigma Fraternity, Inc. – *State of Florida*   [Jan 2020 – Jan 2023]
Director of Technology

University Of West Florida SGA – *Pensacola, Florida*   [May 2012 – April 2013]
College Of Arts and Science Senator

National Society of Black Engineers – *Pensacola, Florida*   [Oct. 2011 – May 2013]
President