Ben Mitchell

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Core Competencies/Skills

Change Management	Software Dev	Java	C\C++\C#	HTML\CSS\JavaScript	SQL
SDLC\Scrum\Waterfall	Exception Handling	Service Now	Splunk	Active Directory	Jira
Source Code Control	Brand Promo	UI updates	Eclipse	Debugging	Slack
Object Oriented Programming	Product Owner	Team Lead	Code Reviews	App Deployment	Office 365
Mobile App Management	Technical Coaching	Networking	Tech Writing	Security Audits	XCode
Mobile Device Management	Apple Dev Program	App Insights	TestFlight	Roadmap Planning	AppStore

Experience

Travel + Leisure Co. – *Orlando, Florida*
Lead QA 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
    - Manager of 5 member offshore team to deliver end to end testing suite for project go live
    - A part of global support team responsible for driving revenue more than $8 billion dollars
- Project covered graphical and backend service updates along with new features for legacy software
    - Tested various features such as search, book, modify and cancel for vacation experiences
    - Sites gives company's 816k Vacation Club Owners access to 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*
Support Engineer – Mobile Services [May 2016 – April 2022]

- MobileIron Administrator managing company's Apple (iOS) Device Enrollment & Android Enterprise Programs
- Lead iOS Tester/Troubleshooter vetting each Apple Release for Corporate use (Risk Mitigation)
- Company administrator of enterprise wireless telecommunication accounts
- Mobile Device procurement for android and iOS devices including management of software licensing
- Experience managing Active Directory Distribution List Groups
- Process improvement and technical writing for employee user manuals
- Created data driven dashboards using Service Now to manage company workload
- 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

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

Auto Auction Solutions, Inc. – *Gulf Breeze, Florida*

Java Developer   [Sept. 2012 – Sept. 2013]

- Developed and tested modifications for company's auction software
- Maintained SQL databases using Microsoft SQL Server
- User interface overhauls for data models increasing customer satisfaction and reduced learning curves
- Created custom automated print jobs for companies point of sale systems Zebra Printers
- Leveraged TortoieSVN for source control to keep updated aligned with production version of software

Professional Related Roles

HD Supply – *Orlando, Florida* **| IT Intern – Content Management**   [May 2014 – Aug. 2014]

UWF – *Pensacola, Florida* **| System Design Engineer** (Capstone)   [Jan. 2014 – May 2014]

Crunchy Logistics – *Orlando, Florida* **| Software Engineering Intern**   [Oct. 2013 – Dec. 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 – Jan 2024]
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