

# Ben Mitchell

Orlando, FL

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## Core Competencies/Skills

|                             |                    |              |              |                     |            |
|-----------------------------|--------------------|--------------|--------------|---------------------|------------|
| Change Management           | XCUITest           | 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       | Data Visualization | Swift        | Tech Writing | Security Audits     | XCode      |
| Mobile Device Management    | Apple Dev Program  | App Insights | TestFlight   | Roadmap Planning    | AppStore   |

## Experience

**Brightline Trains – Orlando, Florida**

**QA Automation Engineer – Technology & Engineering**

[July 2024 – Present]

- Developed and maintained 170+ Swift/XCUITest UI automation test scripts, building reusable frameworks functioning as production-grade code modules.
- Engineered CI/CD pipelines integrating Xcode, Fastlane, and LambdaTest for scalable multi-device test execution.
- Collaborated directly with iOS developers on feature rollouts, debugging Swift code, and optimizing app performance.
- Delivered automation solutions supporting Brightline's iOS booking app improving reliability and reducing regression time.

**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 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
  - Sites gives company's 816k Vacation Club Owners access to 245 Vacation Clubs Worldwide
  - Tested various features such as search, book, modify and cancel for vacation experiences
  - Special IT Roadmap project within annual \$40 million dollar capital spend
- Test planning, test data creation, execution, tracking of defects, load balancing, UAT planning 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
- Mobile Device procurement for android and iOS devices including management of software licensing
- Lead iOS Tester/Troubleshooter vetting each Apple Release for Corporate use (Risk Mitigation)
- 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

## **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 TortoiseSVN for source control to keep updated aligned with production version of software

## **Education**

### **University of West Florida**

#### **Computer Science – Online Campus**

[Expected 2026]

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**