

Ben Mitchell

Orlando, FL

E-Mail: benjamin.alastair@gmail.com

Phone: (407) 451 - 1354

Website: bam23.github.io

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	Data Visualization	Power BI	Tech Writing	Security Audits	XCode
Mobile Device Management	Apple Dev Program	App Insights	TestFlight	Roadmap Planning	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 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
- Managed enterprise vendor relationships for Verizon, AT&T and Bell Canada (Purchasing and Charge Backs)
- Lead iOS Tester/Troubleshooter vetting each Apple Release for Corporate use (Risk Mitigation)
- 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

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

[Estimated Fall 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]