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	Break Fix	UI updates	Eclipse	XCode	Slack
Object Oriented Programming	Product Owner	Team Lead	Code Reviews	MobileIron	Teams
Leadership collaboration	iOS Mobile App PM	Brand Promo	Tech Writing	Security Audits	Zoom

Experience

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

- Test responsibilities include estimation, test planning, development of test cases, execution of tests, document/track defects, UAT planning and execution and reporting.

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
- 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
- Created data driven dashboards using Service Now to manage company workload
- Process improvement and technical writing
- Company administrator of wireless telecommunication accounts

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]

- 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
- Gartner Symposium/ITxpo 2015 attendee
- 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 Fall 2022]

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]

CompTIA Security+   [Estimated May 2022]
Certification

Leadership

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

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