

Cali E. Mitchell

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Highly-driven, detail-oriented IT professional with strong communication, problem-solving and analytical skills.

Experience:

~Joffrey's Coffee and Tea Co, Orlando FL April 2021-current

Key Manager, November 2021 to Current while managing the personnel, I assist writing the schedule, Leading the staff while in a busy environment and provide assistance 24/7, enforce policies and procedures set by the company, Resolve personnel and guest issues when arise effectively and professionally, order supplies both with internal teams and outside vendors to ensure arrival of supplies in a timely manner, train existing and new hire employees, work with inventory weekly to ensure we stay within a budget set by upper management, encourage a positive workplace, prepare guests pastry and drink orders, responsible for balancing all monies daily and nightly (open and closing deposits), update all paperwork necessary for inventory and balancing of the safe and register monies.

Barista, April 2021 to November 2021 assist guests with their orders, stocking shelves with all necessary stock (pastries, cups, napkins, straws, sugar packets, etc), prepare guests orders (making drinks and delivering), run the register (money and credit cards), daily cleaning of all equipment.

~Waystar, Louisville KY July 2008-Jan 2019

QA Analyst Advanced, October 2015 to Jan 2019 Created and executed test suites for manual tests using MTM (Microsoft Test Manager). Identified and tracked defects, working with developers to correct bugs or missed requirements to ensure defect-free deployments to production. Performed functional, integration, end-to-end, security, regression, user acceptance and smoke testing of a wide variety of internal business and customer-facing desktop and web applications as well as testing of custom reports to ensure valid data and requirements met.

Project Specialist, October 2013 to October 2015 Defect Specialist – Gatekeeper of all things defects for all the company's products and applications. Lead weekly/monthly meetings with multiple departments (Ops/Tech). Collected, analyzed and created reports and control charts on defect case data (number created/rejected/status/etc). Presented findings to Director and VP of Operations each week. Created a process used by all of Operations for the handling of defects. Received Green Belt Certification in Six Sigma. Worked on Six Sigma project that simplified the defect process by reducing the number of child cases attached to defects.

Org Readiness Specialist, January 2013 to October 2013 Ensured seamless trouble-free transition for all clients newly subscribing to our suite of remits products. Worked closely with clients to understand any custom requirements and was the liaison responsible for effectively communicating any such requirements to Tech and Ops. Created and implemented training

documents throughout multiple departments for multiple projects. Assisted other departments (non-technical) on calls with technical partners. Lead feedback groups for new products in beta mode and relayed that information to technology teams. Weekly updates with VP of Operations on status of all open/ending projects.

EDUCATION:

Full Stack Web Development, 2019

University of Central Florida, Orlando Florida

References available