

# Kevin Mitchell

## Personal Info

### Address

Long Island, New York

### Phone

(631) 662-0764

### E-mail

mkev1096@yahoo.com

### LinkedIn

https://www.linkedin.com/in/kmitchtech/

### GitHub

https://github.com/ktmitch

### Portfolio

https://ktmitch.github.io/

## Skills

Microsoft Visual Studio Code

GitHub / Git

HTML/XHTML

CSS

JavaScript

SQL

Python

WordPress

Bootstrap 5

Balsamiq Mockups

JIRA

Confluence

Trello

Adobe Premiere

Adobe Photoshop

VMWare

Jotform

Agile (Scrum)

Google Admin

Google Suite

Microsoft Office Suite

Windows 8 & 10

AnyDesk

Gmail

Quality Assurance Testing

iMovie

### PROFESSIONAL SUMMARY

- Reliable and efficient Information Technology and Informatics professional with great analytical and critical thinking skills.
- Perceptive troubleshooter adept in the areas of IT support, web development, and web design.
- Organized independent worker, while able to effectively work as a cooperative and effective team member.

## Work Experience

Sep 2018 -

May 2019

### IT Specialist

*Straight Line Source*

- Installed, maintained, and trained employees weekly on VOIP, CRM, Microsoft Office, and other software
- Participated in technology growth projects
- Maintained existing security and website through Jotform and WordPress
- Designed company form utilizing CSS resulting in an increase of average applicants per month
- Resolved hardware issues
- Assisted in setting up and troubleshooting Google accounts
- Performed and maintained I.T. related on-boarding and exiting tasks
- Setup and movde workstations while ensuring that they're all fully functioning
- Troubleshot all general I.T. issues
- Assisted Platinum Rapid Funding Group and On Point Solutions with general I.T issues

Jul 2020 -

Feb 2021

### Business Analyst

*Canon USA*

- Supported the business by acting as a liaison between the business and the developers
- Performed analysis, quality assurance testing, and rollout of multiple releases of Canon CSPS and SPS applications
- Uploaded and created detailed documentation, bugs, tasks, and user stories to JIRA and Confluence
- Coordinated developers in migrating multiple Canon application's code to Github
- Created Software Requirements Specifications (SRS) of applications supported

May 2019 -

Jul 2020

### Systems Analyst

*Canon USA*

- Supported the business by acting as a liaison between the business and the developers
- Designed low-/high-fidelity mockups and wireframes using Balsamiq to illustrate user interfaces and solicit input on designs for developers
- Implemented Google Tag Manager on Support Websites and created detailed tags that improved analysis through Google Analytics for Canon USA and Canon Inc.
- Performed analysis and assisted with the initial live release of the Canon CSPS application
- Developed multiple user stories in Excel within the scrum detailing the functional requirements of the applications as needed
- Tested the application and documenting issues and bugs within the application
- Uploaded to and created detailed documentation in JIRA and Confluence
- Supported IBM Tririga application for Canon USA and Canon Canada

Aug 2016 -

Dec 2016

### Undergraduate Teaching Assistant

*University at Albany, SUNY - Department of Informatics*

- Helped the instructor conduct the class Advanced Programming for Informatics of 40 students by assisting other students, answering questions, and debugging code outside and inside of a classroom environment.
- Assisted students by debugging Python and SQL, answering questions, and holding office hours inside and outside of the classroom environment
- Graded 50+ assignments throughout the semester.

## Education

Aug 2014 -

May 2018

### University at Albany, Bachelor of Science in Informatics

### Concentration in Cybersecurity, Minor in Business

Cumulative GPA: 3.83/4.0 – Summa Cum Laude

Honors and Awards:

- Dean's List (six semesters)
- 2x Spellman Academic Achievement Award
- Tau Sigma - National Transfer Honor Society
- Presidential Honor Society and President's Award for Leadership