

# MADISON MITCHELL

Full Stack Software Engineer | Salesforce Developer

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Uniontown, OH

Results-oriented Software Developer with over a year of experience at Progressive Insurance, specializing in Salesforce development. Skilled in C#, .NET, Java, Javascript, Vue.js, SQL, HTML/CSS, Agile (Scrum) and more. Proven track record of delivering high-quality solutions, translating business requirements into technical implementations. Strong problem-solving abilities, effective communication skills, thrives in fast-paced, Agile environments, actively contributing to Scrum methodologies and meeting project deadlines. Committed to staying current with emerging technologies and dedicated to creating robust, scalable software solutions that drive business growth and enhance user experiences.

## WORK EXPERIENCES

### IT Apps Programmer

Progressive | May 2022 - Present

- Administer and maintain the Salesforce Org, ensuring its optimal performance and stability
- Perform Salesforce development tasks, including customization, configuration, and coding, to support business requirements
- Collaborate with cross-functional teams to gather and analyze project requirements for Salesforce implementation
- Create and configure Salesforce objects, fields, workflows, and other components to support project needs
- Develop and maintain Salesforce integrations with external systems using APIs and web services
- Conduct testing and quality assurance activities for Salesforce solutions to ensure functionality and data integrity
- Provide ongoing support and troubleshooting for Salesforce users, addressing issues and optimizing system usage
- Assist in the creation and management of Salesforce projects, ensuring alignment with business goals and best practices
- Stay up-to-date with Salesforce updates, features, and industry trends to recommend improvements and drive innovation within the Salesforce ecosystem

### Team Manager Apprentice

Apple Inc | July 2014 - May 2022

- Able to multitask within 5+ applications/systems, while communicating with co-workers and 3+ customers at once
- Able to analyze and resolve a variety of complex technical issues
- Excellent, effective communication skills using written and verbal skills
- Average 92% Customer Satisfaction Score, 10% above the role average
- Supports 10 Team Leads responsible for 35+ Advisors each with the transition to remote Customer Support from Retail

### Sales Lead

Best Buy | February 2012 - July 2014

## SKILLS

### Technical

C# .NET Core  
Java  
SQL  
JavaScript / Vue.js  
Tailwind CSS  
Bootstrap  
Object-Oriented Design  
Cloud (Azure)  
CI/CD tool sets (GIT, Azure, DevOps)  
Gearset  
Salesforce Development

### Professional

Effective Communication  
Team Player  
Strong Problem Solver  
Good Time Management

## EDUCATION

### Certificates

Software Development  
April 2022  
We Can Code IT  
Cleveland, OH

## INTERESTS

Photography  
Building PCs  
Exploring New Places