

MADISON MITCHELL

SOFTWARE DEVELOPER

UNIONTOWN, OH

PROFESSIONAL SUMMARY

A highly motivated Software Developer with 10 years experience working in the Technology Industry and 4 years of Leadership Experience. Four-consecutive-year Triple Exceeding Expectations Tech Advisor that is dedicated to producing high quality products and results. Most recent Experience as a Retail Team Support Manager, mentoring and developing 10+ Retail Team Leads in managing their own individual teams of 35+ advisors. Naturally curious with a strong desire to grow skill set. Excels in resolving challenges encountered in the workplace with innovative solutions and proficient in Java, HTML & CSS etc.

REACH ME AT:

Email: madisonrmitchell@icloud.com
Portfolio: madison-mitchell.github.io
LinkedIn: linkedin.com/in/madison-r-mitchell

SOFTWARE DEVELOPMENT EXPERIENCE

Planned, designed, and developed professionally programmed applications in collaborative team-based and independent settings, demonstrating the proficiency to earn Software Development Certificate.

Ohioans Care

Team collaboration of a website for Ohio citizens to learn more about assistance and resources available to them.

Java, Visual Studio, Git, Github, GitBash, TDD, OOP, Javascript, REST APIs

Mystery Educator

Team collaboration of a website for kids to learn about art, science, technology, and play games.

Java, Visual Studio, Git, Github, GitBash, TDD, OOP, Javascript, REST APIs

Island Hopping Adventures

Team collaboration of a website to view Island Hopping Adventures around the world

Java, Visual Studio, Git, Github, GitBash, TDD, OOP

PROFESSIONAL HISTORY

Team Manager Apprentice / Technical Advisor

Apple Inc. | Jul 2014 - Present

- 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
- Strong time management skills with the ability to work on multiple projects on a deadline
- Able to adopt to different communication styles
- 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

Apple Expert / Sales Lead

Best Buy | Feb 2012 - Jul 2014

- Assisted customers with issues presented with their existing equipment by educational support and troubleshooting methods. - Provided customers with a world-class experience while driving sale numbers to produce a profitable bottom line
- Consistently part of the number one, multi-million dollar sales team in the company as well as being the top performer
- Experienced in employee performance management processes (informal discussions, formal discussions, positive performance management)

TECHNICAL INVENTORY

Java • Spring • Thymeleaf • JavaScript • MVC • HTML
CSS • TDD • Object Oriented Programming (OOP) • JSON
React • REST APIs • Agile (Scrum) • Source Control / GitHub
Responsive Design / Mobile • Relational Databases

We Can Code IT

Certificate of Software Development, 2022