

## TRAVIS MITCHELL

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### Career Highlights

- Involved in the development of DIGON Systems' BUILDER Online Training.
- Traveled to Brussels, Belgium to train Lockheed Martin Continuing Business Development Executives and their Administrative Personnel on the use of MS Office 2007.
- Utilizing SharePoint, changed the process by which Space Systems Company Loaner Laptops are tracked and processed for Lockheed Martin.
- Developed the corporate website for Simpson Security Systems, Inc. (<http://www.simpsonsecurity.com>)
- Designed touch-screen command consoles and implemented the video surveillance systems at FCI Pollack for the Federal Bureau of Prisons.
- Installed a complete wireless networked computer system for Pecan Grove Training Center.
- Managed the implementation of the TRACcess Electronic Key system across the Qwest Communications territories.
- Managed the re-badging process for the branding change from U S WEST Communications to Qwest Communications.
- Implemented new EPA guidelines for tracking refrigerant for U S WEST Communications.

### Related Employment History

Technical Analyst (SEPTEMBER 2013 - FEBRUARY 2016)

Learning Experience Specialist (FEBRUARY 2016 - JULY 2019)

DIGON SYSTEMS, LLC (FORMERLY INFLECTION NETWORK, LLC). FORT COLLINS, CO

- Acted as the primary support contact for the BUILDER program for multiple federal, state, local, and commercial organizations.
- Made custom PHP modifications to support system (osTicket) to handle e-mail monitoring and responses.
- Assisted in the development of DIGON Systems' BUILDER Online Training course.
- Developed exercises to demonstrate student comprehension of the presented material.
- Maintained student data in a custom MS Access database. Particularly necessary while course was hosted on Articulate-Online's Learning Management System (LMS).
- Set-up and maintained DIGON Systems' in-house LMS: Moodle.
- Monitored student progress to certificate completion; including reviewing student exercises, answering questions, troubleshooting course issues, and reporting student progress to customer's student coordinator.
- Upgraded Moodle to lomad for reporting and multi-tenancy capabilities.
- Updated, maintained, and re-formatted the DIGON Systems BUILDER Online Training course using Articulate Storyline.
- Developed and utilized custom VBA scripts to assist the United States Air Force perform assessments of the Fire Protection Systems in their hangars worldwide.
- Assisted with kick-off to the National Nuclear Security Administration's BUILDER (re)assessment efforts at the Los Alamos National Laboratory site.

Computer Analyst (DECEMBER 2007 - AUGUST 2009)

Computer Analyst Sr. (AUGUST 2009 - NOVEMBER 2011)

LOCKHEED MARTIN, LITTLETON, CO

- Designed and maintained internal department SharePoint pages.
- Provided customer support at a local level for issues that were not remotely resolvable; responded to inquiries or complaints from customers, solved problems, and provided technical advice or assistance in utilizing appropriate products or services. Acted as customer advocate.
- Provided direct support for SSC Executive Staff, including their Administrative Personnel.
- Worked with the Executive Personal Trainer program to provide one-on-one training as needed to SSC Executive Staff on new and emerging technologies.

Document Input Supervisor (SEPTEMBER 2007 - DECEMBER 2007)

IMAGEBASE, LLC, DENVER, CO

- Supervised digitizing of county records using a custom built scanner.
- Supervised digital conversion and categorization of archived newspaper microfiche.

Software Developer/System Integrator/Web Designer (JUNE 2006 - AUGUST 2007)

SIMPSON SECURITY SYSTEMS, INC., ALEXANDRIA, LA

- Designed, developed, tested, and maintained custom software applications using Wonderware.
- Designed and maintained corporate internet web pages in html and CSS.
- Maintained communication with service providers to uphold highest possible service levels.

Software Developer/Network System Administrator (JUNE 2005 - JUNE 2006)

PECAN GROVE TRAINING CENTER, ALEXANDRIA, LA

- Designed, developed, tested, and maintained custom software applications utilizing dBase IV for DOS and ASP.NET.
- Designed, implemented and maintained office network utilizing wireless technologies (802.11), file sharing & servers, internet & e-mail proxy servers.
- Trained Front Office Personnel in the use of their new systems, including but not limited to, Microsoft Office, Windows XP, and custom software for client tracking.

Consultant Contractor/Database Administrator (October 2003 - April 2005)

GE SECURITY - SUPRA PRODUCTS DIVISION, SALEM, OR - PINEVILLE, LA

- Systems Administration of TRACcess Information Manager Database.

Automated Systems Specialist (MAY 2002 - OCTOBER 2003)

Operations Technician (JULY 2000 - MAY 2002)

QWEST COMMUNICATIONS (FORMERLY U S WEST), LITTLETON, CO

- Designed, developed, tested, and maintained custom software applications utilizing Visual Basic.
- Designed and maintained internal department web pages in html and CSS.
- Systems Administration of Lenel OnGuard ET, Physical Access Control Database.
- Supervisory Experience as Unit Head during Supervisor's Absence.
- Trained Remote Access Control Center personnel in the use and maintenance of new badge printers and badging processes.
- Trained Central Office personnel in the use of the TRACcess Electronic Key access control system.
- Troubleshoot Physical Access Control Systems problems (Lenel and TRACcess)

Administrative Technician (JUNE 1996 - JULY 2000)

U S WEST BRI - REAL ESTATE, ENGLEWOOD, CO - DENVER, CO - LITTLETON, CO

- Designed, developed, tested, and maintained custom software applications utilizing ProComm Plus scripting software.
- Developed, implemented, and maintained new EPA compliant software (Refrigerant Compliance Manager by Oz3 Software) to meet EPA Guidelines.
- Maintained communications with EPA and other government agencies.
- Systems Administration of Oz3, Refrigerant Compliance Manager Database.

## **Education and Certifications**

The TeamW. ONLINE. User Experience Design Certification. June 2016

DeVry University, ONLINE, Bachelor's of Science: Game & Simulation Programming, Summer 2008 - Fall 2011

University of Northern Colorado, Greeley, Colorado; Pre-Journalism Major, Fall 1992 - Spring 1994

Columbine High School, Littleton, Colorado; Graduated Class of 1992