

# Willard Mitchell Hitch III

"Mitch"

8475 Dulwich Drive Cordova TN 38016

<http://www.wmhitch.com>

[mitch@wmhitch.com](mailto:mitch@wmhitch.com)

901.753.9900

## OBJECTIVE

To build a successful career based on strong relationships with fellow employees and clients alike.

## EDUCATION

**Bachelor of Science:** Computer Science  
The University of Alabama, Tuscaloosa, Alabama  
Minors: General Business and Mathematics  
Graduated: May 1999

## EXPERIENCE

August 2003-  
Present

**Account Representative**, Memphis Business Interiors,  
Memphis, Tennessee

Prospect clients through cold calling. Maintain and support relationships with previous accounts. Learn and understand Steelcase systems furniture along with various other small to mid market furniture manufacturers to show competence while in front of clients. Presented products and solutions to customers. Produced sales of more than \$100,000 within first 6 months of beginning sales career while being new to the Memphis area. Created electronic marketing materials for events sponsored by MBI.

Sept 2002 –  
July 2003

**Senior Web Developer**, Gardner & White Inc.,  
Indianapolis, Indiana

Learn inner workings of a benefits consulting company. Responsible for choosing direction of new technologies. Research, relate, recommend, and teach new trends and products to management regarding the Internet industry. Managing current sites and creating several others using JavaScript, CGI scripts, .NET, and SQL Server 2000. Migrating current DOS reports to SQL Server and Crystal Reports. Provide service and support to internal employees and field representatives for numerous miscellaneous items from Microsoft Office problems to website login troubles.

July 1999 –  
July 2002

**Senior Software Engineer/Project Manager**, Expidant Inc.,  
Indianapolis, Indiana

Managed \$25K of monthly design and customer service agreements for around ten clients. Followed Expidant's process methods and procedures. Created requirements document. Designed relational schema and database. Applied VB components and ASP to website. Established backup procedures and testing plans. Overall development and maintenance of several websites.

- Batteries.com – <http://www.batteries.com> - developed B2B applications using ASP and VB objects to allow completely customizable pricing based on user logins. Created advanced reporting tools that required cleaning and moving of data within SQL Server via daily jobs created within a DTS packet. Created a JavaScript address book, real time credit card processing with Skipjack and Cybersource, and real time UPS pricing via web applications.
- OFS – <http://www.ofs.com/> - took Oracle product catalog into SQL Server for web delivery. Reduced customer service calls by creating online sales contact locator and brochure request.
- Chautauqua Airlines – <http://www.chqair.com> created intranet applications for travel requests, electronic document repository, FAQs, and department specific and company wide news.
- Expidant – <http://www.expidant.com> - setup Apache web server to test

and develop new JSP applications

- Telamon – <http://www.ibuybroadband.com> - created real time XML requests for broadband services in specified areas.

Among other clients such as Quality Fresh Cigars, Employment Partner, Finish line, and Indianapolis Museum of Art built large-scale events calendars, message boards, JavaScript form validation and calculators, and file upload tools. Managed indexes on all SQL Server databases to allow them to run more efficiently.

Fall 1998 –  
Spring 1999

**Computer Lab Assistant**, The University of Alabama,  
College of Human Environmental Sciences  
Tuscaloosa, Alabama

Provided technical support for approximately 40 machines. Helped students with login troubles, printing problems, and Windows 95, Microsoft Office, PageMaker, AutoCAD, and other PC application questions.

Summer 1998

**Intern**, MIS department, State Auditor of Indiana,  
Indianapolis, Indiana

Changed tapes and executed jobs on an IBM mainframe. Uploaded batch files from PC to mainframe. Provided technical support for approximately 100 machines as far as software updates and printer issues. Handled incoming help desk calls from agencies around the state of Indiana primarily for login trouble. Developed and updated documents to evaluate processing and help desk calls.

Summer 1997

**Sales Associate**, On Cue  
Enterprise, Alabama

Provided customer service for typical retail consumers regarding different types of media. Responsible for personal daily accounts.

#### COMPUTER SKILLS

ASP/ASP.Net	VB/VB.Net	C/C++/Visual C++
Windows 2000 Server	JavaScript	Macromedia Flash
Microsoft SQL Server 7/2000	Java/JSP	HTML
Microsoft Transaction Server	Oracle	Adobe Photoshop
GIZA (CAD software)	XML	Vignette
Microsoft Office	CRM tools (salesforce.com)	
QuickBooks	ERP systems (Changepoint)	