

# Mitchell Wischmann

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## EDUCATION

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### Bachelor of Science in Information Systems

May 2017

*St. Cloud State University; St. Cloud, MN*

- **GPA: 3.97**
- Minor: Computer Organization and Programming (completed December 2013)
- Coursework includes web development; SQL, C++, C#, and Visual Basic programming; and management information systems
- Worked 20+ hours per week while attending school full time

## SELECTED EXPERIENCE

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### On-Call Agent and Sales and Solutions Specialist (Email Team)

Jun. 2021 – Present

*Disney Central; Orlando, FL*

- Serve on an escalation team to provide guidance and training to other Cast Members when questions or challenges arise
- Reply to Guest email communication professionally, accurately, and efficiently as part of the Sales and Solutions Email Team
- Provide courteous Guest service by providing guidance and solutions in a contact center environment, utilizing multiple systems
- Build and maintain collaborative relationships with Guests and Cast Members from all lines of business
- Trained and proficient in Guest Service Suite, V.I.N.CENT., Axis, SnApp, Zendesk, LiveEngage, a la carte, and Avaya

### Subject Matter Expert – Sales and Solutions

Feb. 2022 – Aug. 2022

*Disney Central; Orlando, FL*

- Trained new hire Sales and Solutions Agents to utilize multiple systems simultaneously to support My Disney Experience website and mobile application in a call center environment
- Trained Internet Help Desk and SnApp ticketing system content completely and accurately
- Solved technical issues regarding training workstations and Cast tools, including hardware and software concerns
- Collaborated with Instructional Design team to revise and update training materials

### Web Consultant and CIO

Aug. 2011 – Present

*My Frugal Tech; Groveland, FL*

- Design, develop, and deploy custom web-based solutions and features to address client needs
- Troubleshoot errors and technical system issues for fast resolution with minimal downtime
- Audit and maintain security and efficiency of customer websites
- Deliver continuing website maintenance for multiple clients

### General Merchandise Expert and Trainer

Apr. 2015 – Jun. 2021

*Target Corporation; Winter Garden, FL*

- Assisted Guests by promptly answering questions and addressing needs in person and over the phone
- Efficiently stocked, maintained, and executed tasks in toys and sporting goods departments
- Partnered with and trained other Team Members and leaders to quickly resolve issues
- Supported Guest services and fulfillment operations to ensure Guest satisfaction

## SKILLS

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- Strong technical background with several years of experience with HTML, CSS, JavaScript, and Visual Basic programming languages
- Proficient with Microsoft Windows, Microsoft Office applications, Teams, Zoom, and computer networking and troubleshooting
- Excellent organization, time management, partnering, collaboration, and problem-solving skills
- Strong verbal, written, and interpersonal communication skills, with exceptional attention to detail

## HONORS AND ORGANIZATIONS

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### Beta Gamma Sigma

Apr. 2015 – May 2017

*Herberger Business School; St. Cloud State University*

- Admitted for excellent academic achievement in the study of business

### Dean's List

Dec. 2012 – May 2017

*Herberger Business School; St. Cloud State University*

- Achieved a scholarship GPA above 3.75 for ten consecutive semesters