

# **Randall Mitchell**

*Kansas City, MO 64110*

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Portfolio: [randallmitchell.org](http://randallmitchell.org)

**“Blending technical precision and creative clarity to support operations, training, and brand communication”**

## **Work Experience**

### **American Shaman CBD**

*Industrial Lab Technician*

*North Kansas City, MO*

*02/2024 - Current*

- Formulated high-potency Kratom extracts including 7-hydroxymitragynine (7-OH) by extraction
- Operated industrial-grade reactors to ensure consistent product yield and purity

### **KC Water**

*Customer Communications Specialist*

*Kansas City, MO*

*07/2021 – 12/2023*

- Produced customer service scripts and FAQ's, improving response consistency
- Managed the creation of training manuals for new customer service representatives

### **BriteVision Media**

*Communications Specialist*

*San Francisco, CA*

*03/2015 – 03/2021*

- Developed pitches to persuade café owners to distribute branded coffee sleeves
- Assisted with Creative Team to help clients create slogans for their advertising
- Wrote email campaigns and follow-up communications to maintain relationships

### **Salesforce.com**

*Junior Support Analyst/Project Manager*

*San Francisco, CA*

*12//2012 – 03/2015*

- Developed ‘Success Stories’ based on customer interactions, showcasing our innovative solutions
- Project managed ‘I Robot: The Movie’ themed IT website and authored FAQ's

## **Education**

### **Missouri State University**

*Master of Arts – Graduate Technical and Professional Writing*

*Springfield, MO*

*Summer 2026*

### **Year Up Bay Area**

*Certified in Information Technology and Business Communications*

*San Francisco, CA*

*01/2012 – 12/2012*