

Randall Mitchell

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Portfolio: 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