

William J. Mitchell

Media & Communications Professional | Digital Content | Community Engagement | Program Support | Eager to participate in training, certification, or apprenticeship programs

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Professional Summary

Creative, dependable, and people-centered professional with experience spanning media production, communications, community support, and customer service. Skilled in digital content creation, visual storytelling, and program support, with a strong foundation in communication, teamwork, and reliability. Brings hands-on experience working with individuals of diverse abilities and in high-volume customer-facing environments, with a proven ability to remain calm, professional, and solution-oriented under pressure.

Relevant Experience

Audio Technician/Production Assistant— *Baltimore, MD*

SWAN Underground, Morgan State University

August 2024 - May 2025

- Supported multimedia productions and independent film projects through audio setup, sound capture, and equipment management
- Assisted with set preparation, production logistics, and scheduling to ensure smooth filming and event execution
- Collaborated with creative teams to maintain quality standards and efficient workflow
- Demonstrated adaptability and problem-solving in live production environments

Media Intern — *Baltimore, MD*

James E. Lewis Museum Foundation

May 2024- August 2024

- Filmed and edited digital media highlighting summer programs, exhibitions, and community engagement initiatives
- Produced content used for social media, donor communications, and organizational storytelling
- Collaborated with program staff to ensure media aligned with institutional goals and audience needs
- Strengthened time management, collaboration, and brand-aligned communication skills

Film Intern — *Baltimore, MD*

Upton Planning Committee

January 2024 -May 2024

- Created documentary-style video content supporting nonprofit communications and urban revitalization efforts
- Conducted interviews, filmed community programming, and edited footage

Education

Morgan State University - Baltimore, MD

Bachelor of Fine Arts (BFA), Screenwriting and Animation

Graduated May 2025 | Cum Laude |

GPA: 3.55

Catonsville High School

High School Diploma

Selected Achievements

Graduated Cum Laude from Morgan State University

Produced mission-driven media for cultural institutions and nonprofit organizations

Demonstrated consistent employment, strong work ethic, and adaptability across creative, community, and customer-facing roles

Core Skills

Media & Communications: Digital Content Creation, Visual Storytelling, Video Productions & Editing, Graphic Design

Customer & Program Support: Customer Service & Conflict Resolution, Program & Event Support, Time Management

Technical Tools: Adobe Premier Pro, Audition, Final Cut Pro, Photoshop, Illustrator, Canva, Final Draft, Microsoft Office & Google Workspace

Professional Strengths: Clear Communication, Team Collaboration, Reliability, & Accountability, Adaptability & Initiative, Creative Problem Solving

for public and stakeholder presentations

- Applied narrative structure to communicate organizational impact and elevate grassroots initiatives
- Supported outreach efforts through accessible, mission-driven media

Advanced Youth Producer — *Baltimore, MD*

Wide Angle Youth Media (YOUTHWORKS)

Summers, June 2016 - August 2023

- Participated in a multi-year, project-based media production program serving nonprofit, corporate, and public-sector clients
- Contributed to graphic design, video editing, digital storytelling, and media campaign development
- Collaborated with organizations including The Family League, Kaiser Permanente, and CSX on projects addressing education, health, and equity
- Presented final deliverables to stakeholders and incorporated feedback into revisions
- Built early experience in client communication, accountability, and teamwork

Additional Experience

Customer Service Team Member (Cashier & Food Preparation)

Wendy's — Baltimore, MD

May 2025 – Present

- Experienced providing customer service in a fast-paced, high-volume environment while maintaining quality and safety standards
- Handles cash transactions and food preparation with accuracy and attention to detail
- Responds professionally to difficult or dissatisfied customers using de-escalation and problem-solving skills
- Balances multiple responsibilities while meeting time and performance expectations

Community Support & Inclusive Practice

- Experience supporting individuals with a range of abilities, including physical, cognitive, and developmental differences
- Person-centered and respectful approach emphasizing safety, dignity, and clear communication
- Strong interpersonal skills and ability to collaborate effectively with teams and supervisors
- Demonstrated responsibility, reliability, and consistent follow-through
- Energetic, creative, and motivated by meaningful daily impact
- Completed 100+ hours of hands-on experience working with individuals with disabilities
- Physically capable of safely lifting 50+ lbs as required