William Mitchell

SENIOR WEB ENGINEER & WEB OPERATIONS LEAD

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PROFESSIONAL SUMMARY

Full-stack web engineer with 20+ years building, securing, and cost-optimizing eCommerce and payments platforms. Own web development, PCI DSS compliance, security remediation, hosting and DNS infrastructure, and vendor management for Kurv (formerly Electronic Merchant Systems), a credit-card processing company — running a one-person web operations department while collaborating across Brand, Compliance, and vendor teams.

Rated 4.76 / 5.0 “Outstanding” in the most recent review, with $24,000+/year in documented recurring savings. Work effectively both solo and in cross-functional groups, and regularly train and mentor colleagues — including building and teaching the company’s internal training platform.

CORE COMPETENCIES

- Full-Stack Web Development • WordPress, Gutenberg & WooCommerce • eCommerce & CMS Platforms
- PCI DSS Compliance & Penetration-Test Remediation • Web / Application Security Hardening
- Payment Gateway & API Integration • Hosting, DNS, SSL & Domain Portfolio Management
- DevOps & Containerization (Docker, WSL2, Git) • AI-Augmented Engineering (Cursor, Claude Code)
- Vendor Management & Cost Optimization • Team Collaboration & Independent Delivery • Training & Mentorship

PROFESSIONAL EXPERIENCE

Kurv (formerly Electronic Merchant Systems) — Cleveland / Independence, OH

Senior Web Engineer & Web Operations Lead — *Feb 2006 – Present*

Progressed from Web Designer to Corporate Webmaster to the current lead engineering & operations role over 20 years of continuous service through the company’s rebrand to Kurv.

- Operate as a **one-person web operations department** across six disciplines — development, security & compliance, infrastructure/IT, client & agent support, vendor management, and brand/design — collaborating with Brand, Compliance, and external vendor teams.
- Delivered **$24,295/year in documented recurring savings** through vendor audits and consolidation; caught a phantom-server double-billing worth up to $8,400.
- Led **2026 SecurityMetrics penetration-test remediation** for kurvpay.com and paymentcloudinc.com to full closure ahead of deadline — hardening code, tester coordination, 2FA provisioning, and evidence packages.
- Built and **teach the Kurv University training platform** to internal staff; developed kurvpay.com block patterns and a native form that replaced a paid Wufoo subscription.
- Brought **714+ domains across three registrars** under active management for the first time; caught two billing failures before client sites went dark.
- Stood up a **containerized Docker / WSL2 environment** with Git/GitHub pipelines, and integrated AI-assisted engineering (Cursor, Claude Code) into daily development, retiring paid tooling.

Earlier progression at the same company

- **Corporate Webmaster (2023–25)** — led design, development, and security for all corporate sites and internal tools; company expert on online credit-card acceptance.
- **Digital Web Administrator (2016–23)** — lead programmer for corporate eCommerce, website security, and partnership digital assets.
- **Web Designer / eCommerce Developer (2006–16)** — built customized eCommerce solutions across ProStores, CRE Loaded, SecureCart, and 3D Cart with Authorize.net, USAePay, and Skipjack gateways; managed hosting across Hostopia, GoDaddy, and Pantek.

2-Bar Designs Parma Heights, OH

Founder / Lead Developer *Feb 2003 – Present*

- Run an independent web design & development studio building custom websites and eCommerce solutions for clients; also provide systems troubleshooting and repair.

Aggressive Comix Remote

Freelance Contributor *Jan 2014 – Present*

- Write video-game reviews and geek-culture coverage for an independent publication.

TECHNICAL SKILLS

Languages & Markup: HTML5, CSS3, JavaScript, PHP

CMS & Frameworks: WordPress, Gutenberg (custom block patterns), Divi, Elementor

Security & Compliance: PCI DSS remediation, penetration-test management, 2FA provisioning, WordPress security hardening, SSL/TLS

DevOps & Tooling: Docker Compose, WSL2, Git, GitHub, Cursor, Claude Code, AI-augmented workflows

eCommerce & Payments: Authorize.net, USAePay, Skipjack; ProStores, CRE Loaded, 3D Cart, SecureCart

Infrastructure: DNS management, multi-registrar domain administration (Register.com, GoDaddy), hosting migration, email/subdomain mapping

Design & Ops: Brand & logo design, graphic design, UI/UX, monday.com project tracking

Spoken Languages: English (Native), Spanish (Limited), Japanese (Limited)

EDUCATION

ITT Technical Institute — Associate of Applied Science, Web Design & Development *2003 – 2005*

CERTIFICATIONS & RECOGNITION

- **Q1 2026 Performance Review: 4.76 / 5.0 "Outstanding"** — top performance band, with perfect 5.0 scores in Execution & Delivery and Reliability.
- **Employee of the Month** (multiple, including Aug 2022).
- **WooCommerce Developer**.