

Stephen Craig Mitchell

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Development Operations · AI Systems · Trust Operations

PROFESSIONAL SUMMARY

Operator with five years of trust-technology and governance experience plus nine years of quantified customer-facing operations. Built private AI systems, a multi-domain operational command center, and a 5-class document doctrine while maintaining a 5.0★ rideshare rating across 3,900+ trips. Available immediately for full-time or consulting roles where systems discipline and customer judgment create leverage.

SKILLS

Trust Operations · Document Governance · Private AI Systems · Self-Hosted Infrastructure · Linux · Docker · CI/CD · Python · Bash · Cloudflare · AWS · Git · GitHub Actions · Government Sub-Contracting · SAM.gov · CAGE · UEI · Compliance · Customer Success · VIP Hospitality · Cash Handling · Care Coordination · Knowledge Management

PROFESSIONAL EXPERIENCE

Private Family Trust (private)

Henderson, NV · Remote

Technology & Operations Lead (promoted from Trust Administrator Assistant) Summer 2021 – April 2026

- Promoted from Trust Administrator Assistant after demonstrating compliance throughput, document-accuracy gains, and digital-tooling adoption across the trust's operations.
- Built and maintain Panther Agent Harness — private AI agent runtime hosting long-running agents over trust-internal data with compartmentalized access, audit logging, and zero third-party data egress.
- Authored Dynasty Ledger — multi-domain operational command center covering ten record classes (legal, governance, execution, diplomatic, meta) per a written constitutional document doctrine.
- Designed and operate the trust's five-class document doctrine and five-font typographic system, governing every artifact produced by the trust and its subsidiaries.
- Cut document-review cycles from approximately four hours to under sixty seconds; reduced quarterly audit preparation from weeks to days.
- Provided ongoing advisory on cryptocurrency markets, decentralized finance (DeFi), and ISO 20022 financial-messaging strategy as digital-asset and treasury topics matured.

Slatebid Business Solutions (subsidiary of a Private Family Trust)

Henderson, NV · Remote

Contract Specialist — Government Sub-Contracting

2023 – 2025

- Underwrote government sub-contracting opportunities for Slatebid Business Solutions — a wholly-owned subsidiary of a Private Family Trust — across federal and state procurement vehicles.
- Performed bid evaluation, capture management, and risk assessment on prime-contractor relationships.
- Maintained compliance posture across registration, certification, and reporting requirements for the contracting vehicle.
- Built internal underwriting tooling and decision frameworks reused across the bid pipeline.

At Home Caregivers

Las Vegas Metro, NV

Caregiver

July 2025 – April 2026

- Provided in-home care including vital-sign monitoring, mobility assistance, meal preparation, transportation to appointments and errands, companionship, care-log documentation, and family/provider communication.
- Maintained CPR / First Aid / AED certification continuously throughout employment.
- Coordinated directly with families, case managers, and healthcare providers on care plans and incident reporting.

Uber Technologies

Las Vegas Metro · San Francisco Bay Area

Driver-Partner (Independent Contractor)

2023 – February 2025

- Completed 3,900+ trips with a perfect 5.0★ rating and 99%+ acceptance rate across ~2 years of continuous full-time independent operation.
- Navigated high-pressure urban environments (Las Vegas Strip and Henderson corridors) with real-time route optimization and rapid problem-solving.
- Managed full independent business operations: tax documentation, expense tracking, vehicle maintenance scheduling, and customer dispute resolution.
- Developed acute situational awareness and de-escalation skills handling intoxicated, distressed, and high-net-worth passengers.

SlotZilla Zipline — Fremont Street Experience

Las Vegas, NV

Attractions Operator / VIP Lead

May 2019 – August 2021

- Operated a high-throughput zip-line attraction with guest safety, harness inspection, and load procedures for 500+ guests per shift; zero safety incidents.
- Led VIP guest relations for high-value clients with real-time issue resolution.
- Trained and onboarded 8+ new operators on safety protocols and POS ticketing systems.

Level Up Expo — Las Vegas Convention Center

Las Vegas, NV

Assistant VIP Director / Cashier

May 2017 – May 2019

- Managed VIP ticketing, credential verification, and guest relations for a 10,000+ attendee gaming convention.
- Reconciled daily cash and card receipts exceeding \$15,000 with 100% accuracy.
- Coordinated with security, catering, and production teams to deliver a seamless VIP experience.

Raising Cane's Chicken Fingers

Las Vegas, NV

Cashier / Crew Trainer

September 2018 – May 2019

- Processed 200+ transactions per shift with 99.8% accuracy; trained 12+ new hires on POS, kitchen, and service workflows.
- Designed a digital checklist system that reduced order-accuracy errors by approximately 30%; adopted store-wide.
- Maintained speed and accuracy during high-volume lunch and dinner rush periods.

Pas De Deux Children's Boutique & Spa

Las Vegas, NV

Cashier / Stock Clerk

October 2016 – September 2018

- Processed cash and credit-card transactions and supported floor inventory, stocking, and merchandising.
- Assisted with children's parties and event organization, delivering a strong customer-service experience for families.

EDUCATION

University of Nevada, Las Vegas (UNLV)

Las Vegas, NV

Computer Engineering — coursework through sophomore year

2019 – 2021

Pennsylvania State University

University Park, PA

Computer Engineering — admitted, declined

2018

Foothill High School

Henderson, NV

High School Diploma (with honors) — graduated

2017 – 2018

Centennial High School

Las Vegas, NV

High School (junior year) — completed

2016 – 2017

Lakes High School

Tacoma, WA

High School (freshman & sophomore years) — completed

2014 – 2016

CERTIFICATIONS

- **Adult and Pediatric First Aid / CPR / AED** — American Red Cross, September 2025