Jordan Mitchell

PLANNING TECHNICIAN

Raleigh, NC (919) 555-0163 jordan.mitchell@email.com linkedin.com/in/jordanmitchell

SUMMARY

Planning Technician with 2 years at a municipal planning counter handling permit processing, zoning compliance checks and public notices for a town of 60,000. Uses Accela, ArcGIS, Microsoft Excel and Microsoft Word every day, and gives residents, contractors and developers clear, friendly customer service on zoning rules.

SKILLS

Permit Processing • Zoning Compliance • Plan Review • Public Notices • Accela • ArcGIS • Microsoft Excel Microsoft Word • Records Management • Customer Service

EXPERIENCE

Planning Technician

08/2024 - Present

Wake Ridge Planning Department

Raleigh, NC

Town planning department reviewing residential, commercial and sign permits.

- Process 40-60 zoning and sign permit applications a month in Accela, checking fees and required documents.
- Resolve zoning questions from about 25 counter and phone customers a day on setbacks, uses and fences.
- Perform plan review on 30 fence, deck and accessory building permits a month for zoning compliance.
- Draft public notices and mailing lists in ArcGIS and Microsoft Word for about 6 board hearings a month.

Office Assistant

06/2023 - 07/2024

Oakwood Land Surveying

Raleigh, NC

Surveying firm with 3 licensed surveyors serving builders and homeowners.

- Scanned and indexed 5,000 plats and survey records into a searchable records management system.
- Built Microsoft Excel logs that tracked 120 active survey jobs and their due dates.
- Drafted client letters and invoices in Microsoft Word for 3 licensed surveyors.
- Pulled deeds and plats from county records for 15 to 20 new survey orders each week.

EDUCATION

Associate in Applied Science

05/2023

Wake Technical Community College

Raleigh, NC

Geospatial Technology

CERTIFICATES

Certified Zoning Official (CZO)

North Carolina Association of Zoning Officials

04/2025