**Brandon S. McSweeney**

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***Profile***

I am a resourceful and creative individual, a motivated learner and always seeking to fine-tune my skills. I have been told I am a hard worker and not afraid to put in extra time to achieve my goals. My career experience consists primarily of IT, warehouse materials handling and shipping and customer service. Proficiency in computer programming, building computers, business software (MS Excel, Outlook Express, PowerPoint, Word, and Quicken) and graphic arts applications (Adobe Image Ready, Illustrator, Photoshop, DreamWeaver, Flash, and MapEdit) are other things I excel at as well. My other interests include animation and music.

***Work History***

May '17 **Altair Alpha Inc.**

- May ‘20 7911 NE 33rd Dr. Ste 290

Portland, OR 97211

**Book Processing, Materials and Shipping**

**Responsibilities:** Running a medium sized online bookseller warehouse. Various duties include processing books by determining their worth by sales, rank, condition, and longevity of sales, estimate and set realistic ceilings and floors of prices for collectible books, list books on Ebay and Amazon, package and material handling, logistics, and shipping. Maintaining quotas and working within timing limits. Maintaining computer network systems and software for the warehouse. Physical work including use of hand truck and minimal use of forklift.

Mar. '16 **National Payment Systems**

- April '17 650 NE Holiday St #1600

Portland, OR 97232

**Shift Manager/Sales/Customer Service**

**Responsibilities:** Process applications for credit card terminals/POS systems and agreements, tending to client accounts and needs, help program issued credit card terminals/POS systems, and other client retention responsibilities.

Feb. '14 **Self-Employed Computer Hardware Repair**

- Mar. '16

**Computer Repair Technician**

**Responsibilities:**  Repair and refurbish PC's and video game consoles.

Replacing circuit boards, components, graphics cards, power supplies, etc. Utilization of BIOS, and RAID software to optimize computer performance.

Oct. ‘10 **The Gilmore Research Group**

- Dec. ‘13 2101 4th Ave.

Seattle, WA

(206)726-7575

**Call Center Interviewer/Medical Research**

**Responsibilities:** Interviewing Respondents over the phone concerning personal and delicate health information for the purpose of market and health research for the Center of Disease Control and Washington State Department of Health. In addition to primary contact with the public I was responsible for data entry, logging calls and arranging repeat interviews for later dates. I also worked as liaison and organizer of focus groups who met in person for continued research.

**Skills:**

Customer service

Adhering to HIPPA regulations/protocols

Some medical terminology

Data Entry

Scheduling

Telephone communication protocol

Aug. '08 **Shop Local**

- Oct. '10 Seattle branch closed

**Data Entry Warehouse Clerk & Image Mapper**

**Responsibilities:** Recording of catalog information for a Flash based interactive website displaying products from various clothing lines and companies. Use of Map Edit and Adobe Image Ready to map images for hover overlays. Use of CVS server linking through .txt code. SKU number and product description recording in Microsoft Excel.

Nov. '06 **Microsoft (Through Molly Brown Temp Agency)**

-Aug. '08 Redmond, Washington

**Server Maintenance & Helpdesk**

**Responsibilities**: Use of Apache, RAID, BIOS, DOS, HTML, PHP,

DNS, to regulate protocols for mid-range servers and databases. Ticket response. Installation of updates, and deletion of junk and redundant files. Proxy fixes and keeping error logs.

Mar. ‘01 **Safeway Food & Drug**

- Aug. ‘06 Sammamish & Bellevue stores

(425) 868-4000

**Night Crew Warehouse/Cashier**

**Responsibilities:** Customer service/ cashier, closing & accounting for funds & closing operations, register use. Stocking and warehouse inventory.

***Technical Knowledge***

* Console construction; including servers and PCs and various video game platforms.
* Coding: Action Script 2 and 3, RAID, BIOS, DOS, Terminal, HTML, XML, PHP, Apache, DNS, MySQL.
* Use of MS Windows (all forms), Linux (all forms), Apple OS (all forms) Unix (most forms) Adobe Flash (ActionScript 2.0 & 3.0).
* Materials/Shipping
* Amazon algorithm and listing

***Education***

Associates of Arts degree in English Seattle Central Community College

High School Diploma Eastlake High School, Sammamish, WA

***References Upon Request***