Justyn Napolitano

631-383-4132 | napolitanojustyn@gmail.com | https://github.com/JNapzz | www.linkedin.com/in/justyn-napolitano

Summary

Aspiring Software Engineer with a strong foundation in Java, Kotlin, and Golang, along with experience in front-end web development. Passionate about building efficient, scalable applications and continuously expanding my technical expertise. Seeking a full-time software engineering role to apply my programming skills and problem-solving abilities.

Education

B.S. Information Technology   **06/2019 - 12/2024**
Arizona State University at Tempe, Arizona
Relevant Coursework: Applied Programming Language IT, Cloud Computing, Advanced Excel in Business, Middleware Programming & Database Security, Computer Applications & Info Technology

Technical Skills

Programming Languages: Java**,** Kotlin, Golang, Python, C, C++, Command Prompt
Front-End: HTML, CSS, JavaScript, Bootstrap
Software Suites: Google Workspace
Networking Principles: TCP/IP, SSH, VLANs, Subnetting
Development Tools: Git, GitHub, VSCode, IntelliJ IDEA, Eclipse

Professional Experience

Shift Supervisor, Starbucks, West Sayville, New York | **09/2014 - Recent**
- Led a team of 25+ baristas in a high-volume location, achieving consistent customer satisfaction scores of over 90% through effective coaching and service excellence.
- Resolved customer concerns quickly and professionally, resulting in repeat business and positive online reviews.
- Collaborated with store and district managers to meet sales goals, contributing to a 30% increase in monthly revenue.

Chromebook Technician, Bayshore High School, New York | **07/2020**
- Diagnosed and repaired hardware/software issues on Chromebooks, resolving over 100+ technical support cases.
- Automated ticketing system documentation using Google Sheets, reducing manual entry time by 25%.
- Developed a troubleshooting workflow that improved first-attempt success rates by 30%.
- Collaborated with senior technicians to optimize device management processes, reducing repair turnaround by 20%.

Relevant Projects

Sign-In Sheet, Work Project | **07/2020**
- Developed a streamlined sign-in system using Google Sheets and Google Forms, enabling students to sign in with their student and Chromebook IDs, reducing sign-in time by 20% and improving overall operational efficiency.
- Extracted and manipulated data from forms to create concise reports that highlight key student information, reducing the time spent searching through an expanding database by 30% and improving data retrieval efficiency.
- Developed a Chromebook loan tracking form that recorded student information and loaned Chromebook details, reducing the time to locate unreturned devices by 40% and improving accountability.
- Created automated formulas to track student debt, loaned Chromebooks, and repair costs, cutting data retrieval time by 25% and ensuring real-time access to critical information.

Commonwealth Bank Introduction to Software Engineering Job Simulation on Forage | **03/2025**
- Completed a job simulation involving web development and cybersecurity for the Commonwealth Bank Software Engineering Program.
- Developed proficiency in HTML and CSS, leveraging these languages to create and style a responsive web page adhering to specific branding guidelines.
- Acquired foundational knowledge in financial cybersecurity principles, synthesizing complex information into clear, actionable advice for enhancing client security.
- Explored web hosting security measures, drafting a comprehensive proposal on secure hosting practices to accommodate future website expansions and protect against potential cyber threats.