**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.