

Branden Maxwell

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OBJECTIVE

Seeking an internship or entry-level position to leverage my technical skills and drive innovation within a growth-focused, tech-driven team.

EDUCATION

Stark State College, North Canton, Ohio

Expected Graduation: **Dec 2024**

Associate of Applied Business

GPA: 3.14

Major: Help Desk and Computer Support Specialist

Certificates: Artificial Intelligence Fundamentals, Artificial Intelligence, Computer Maintenance and Desktop Support,

Computer Programming Database MYSQL, Help Desk Management Information Systems, completed: December 2024

SIGNIFICANT COURSEWORK

PC Upgrading and Maintenance, Microsoft Networking I, Data Analysis and Decision Making, Advanced Help Desk, Java Programming, Python Development, .NET Development

COMPUTER SKILLS

Programming Languages: Java, Python, .NET, HTML5

Visual Design Programs: Visual Studios 22, Notepad++, Android Studio, OBS Studio

Social Media Administration: LinkedIn, Twitter, Instagram, Facebook, Twitch, TikTok

Microsoft Office: Word, PowerPoint, Outlook and basic Excel

INDUSTRY EXPERIENCE

Twitch, Wadsworth, Ohio

January 2015 – Present

Content Creator

- Create and produce content streams on videogames
- Built a following of 315 followers on Twitch, with an additional 100 on TikTok
- Review videogames and demonstrate troubleshooting for PC and Console settings
- Demonstrate PC care tips and the process of building a PC through talks and demonstration

WORK EXPERIENCE

US Bank, Doylestown, Ohio

November 2022 – May 2023

Client Relationship Consultant I

- Built and maintained new and existing customers financial relationships through financial review phonecalls and in person interactions.
- Processed new account openings, loans, credit cards, and HELOCs for account holders.
- Assisted in Mobile banking initiatives to get customers signed up and helped troubleshoot any issues in person or by remote login with share desktop technology.

Allstate, Remote, Ohio

February 2021 – July 2021

Customer Care Specialist (temp)

- Was hired as an inbound specialist to provide customer support for policy holders.
- Troubleshooted account issues that included online account access and mobile app account set up.
- Provided different services to policy holders that included adding and removing members from policies, send new or current insurance cards, accept payments for current or lapsed insurance policies, and a variety of other similar activities.

LEADERSHIP EXPERIENCE

Wayne County Community Federal Credit Union, Smithville, Ohio

March 2019 – February 2020

Loan Officer // Lead Contact

- Began working WCCFCU as a member solutions representative, handling basic account transactions.
- Participated in lending practice trainings and received a promotion to Lending officer.
- Spearheaded the lending process as a while and created documentation on processes and procedures for training other team members.
- Helped lead lending department after lending manager left for other opportunities.
- Served as main point of contact until more lending officers were trained by me or higher management.

HONORS

President's list, Stark State College

Fall 2023, Spring 2024

Dean's list, Stark State College

Summer 2023, Spring 2023 Summer 2024