

Brandon Starkweather



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<https://brandonstarkweather.com>

Summary

Beginner Software Engineer dedicated to improving skills through hands-on learning and development work. Proficient in designing for mobile and desktop environments. Experienced with web development, including several professional certificates and many years of personal experience. Well-organized individual, but also a collaborative team player with strong communication and analytical abilities

Experience



Desktop Support Specialist

Charter Communications

Jan 2020 - Present (3 years 9 months)

- Managed end-user accounts and permissions, overseeing correct provisioning of access rights in accordance with security best practices and policies.
- Collaborated with business partners and internal stakeholders to optimize scheduling of repair and upgrade jobs, minimizing resource availability disruptions.
- Identified negative hardware performance trends and common issues afflicting systems, reporting findings for remediation.



Technical Support Specialist

CBORD

Jun 2018 - Oct 2019 (1 year 5 months)

- Provided high-level technical support by resolving inquiries by phone, e-mail and web consistent with department and team service levels and goals.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.

Licenses & Certifications



Project + - CompTIA



Advanced HTML5 & CSS3 Specialist - Certification Partners



ITIL Foundation Level - AXELOS Global Best Practice



User Interface Design - Certification Partners

Skills

Web Development • Software Development • Project Management • MySQL • C++ • HTML5 • Cascading Style Sheets (CSS) • JavaScript • PHP • GitHub Copilot